



## PRIVACY POLICY

### Overview

The Hearing Aid Audiology Society of Australia Ltd (HAASA) is committed to complying with the Privacy Act 1988 and the Australian Privacy Principles 2014 and the privacy provisions of all applicable legislation.

This privacy policy covers all personal information we hold, that is, information, or an opinion about an individual, whose identity is apparent, or can be reasonably ascertained, from that information or opinion. This includes information we have collected from people through our office, over the phone and over the internet.

### Collecting information

When we collect personal information from an individual, we will ensure that we do so in a fair manner and that we let the individual know where and how to contact our organisation. We will only collect information that is necessary for one or more of our functions or activities.

We will advise individuals of the purpose for which their personal information is collected.

If we collect sensitive information (as defined under the Act), we will treat it with the utmost security and confidentiality. We will ensure that it is not collected for any purposes, other than those for which we have obtained the individual's consent, unless the law requires otherwise, or other exceptional circumstances prevail as described under the Act.

Where an individual chooses not to provide requested information, we will advise that individual of what this non-disclosure may have. For example, withholding certain information may limit our ability to provide relevant offers or services to individuals.

The Hearing Aid Audiology Society of Australia Limited may collect, store and use the following kinds of personal information:

- a) Information that you provide, used for the purpose of joining the Society.
- b) Information about transactions carried out in regard to membership, services provided directly (through telephone calls) or electronically (by email or website visits).
- c) Material submitted in competitions or requests for feedback
- d) Information that you provide for the purpose of subscribing to the website services, hearing journals, membership, HAASA's mailing lists
- e) any other information that you send to the Hearing Aid Audiology Society of Australia.
- f) Examination papers, case studies and results

We would appreciate it if you could advise the HAASA Secretariat when personal information which you have supplied to us needs to be updated or is no longer valid.

### **Disclosing information**

We will only disclose personal information in accordance with the Privacy Act. This means that personal information may be disclosed:

For the purposes for which we have advised that we are collecting it, and for related purposes that the individual would reasonably expect,

- Where we have the consent of the individual to do so,
- As required by law: or
- Under other circumstances where permitted under the Act.

In the course of our business activities, we may need to disclose some of your personal information to relevant staff.

### **Using personal information**

Hearing Aid Audiology Society of Australia may use your personal information to:

- administer the Society's website
- personalising the Society's website, or magazine for you
- enable your access to and use of the Society's website services
- publish information about you on the website or in the Sounding Board
- send to you products that you purchase
- supply to you services that you purchase
- send you statements and invoices
- collect payments from you
- send you marketing communications
- to perform statistical analysis of user activity in the various areas of our website
- Share information with the Office of Hearing Services to fulfil our Memorandum of Understanding obligations to the office

Where HAASA discloses your personal information to its agents or sub-contractors for these purposes, the agent or sub-contractor in question will be obligated to use that personal information in accordance with the terms of this privacy statement.

In addition to the disclosures reasonably necessary for the purposes identified elsewhere above, the Hearing Aid Audiology Society of Australia may disclose your personal information to the extent that it is required to do so by law, in connection with any legal proceedings or prospective legal proceedings, and in order to establish, exercise or defend its legal rights.

### **Unauthorised disclosure or access**

As HAASA is committed to protecting the privacy of individuals, we will view unauthorised disclosure of, or access to, personal information by our employees or contractors, as a serious breach of this policy. Appropriate action (which may include disciplinary or legal action) will be taken in such cases.

## **Opt- out**

We will always provide individuals with a nil-cost way of contacting us to register a request to “opt - out” from receiving any product offers.

## **Access to personal information**

Individuals will be able to access their personal information upon request. However, HAASA may occasionally need to deny access to information in accordance with the exemptions contained in the Act.

## **Security**

Our goal is to protect the personal information collected by HAASA and its associations. Personal information will be managed confidentially and securely and destroyed appropriately when no longer required.

We will monitor and implement appropriate technical advances or management processes, to safeguard personal information.

## **Data Quality**

We will take all reasonable steps to ensure that the data we collect, use or disclose is accurate, complete and up to date, and has been obtained directly from individuals or other reputable sources.

## **Privacy Inquires**

Privacy related inquires or concerns can be directed to the Board of HAASA.

## **Availability and review of Policy**

We will make our privacy policy available upon request and will provide a link to this policy from our website.

This policy will be reviewed from time to time and any amendments will be incorporated into the updated policy.

Hearing Aid Audiology Society of Australia L t d

(Associate member AHPA)

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