



## PRIVACY POLICY

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Drafted by	CEO	Approved by Council on	8 February 2019
Responsible person	CEO	Scheduled review date	February 2024

### **Purpose**

This policy establishes the Australian and New Zealand College of Veterinary Scientists (the College) commitment to our obligations under Australian privacy law. The College is bound by the Australian Privacy Principles (APPs) and other laws which regulate how organisations collect, use, disclose, store or otherwise treat personal information as well as how individuals, including our members, access or correct personal information held about them. This policy applies to:

- Council, Board and Committee members
- Examiners and Observers
- Members and Fellows generally
- Staff
- Those outside the College undertaking a College-authorized activity, such as guest lecturers engaged by a Chapter to speak at Science Week, non-College attendees of examination workshops.

If there is uncertainty about a particular aspect of this policy, contact the College office for clarification.

### **Policy**

## **1 INTRODUCTION**

### **1.1 Our commitment to your privacy**

Please read this Privacy Policy carefully and contact the College office if you have any questions. Supplying us with your personal information indicates that you have had sufficient opportunity to access and understand this Policy.

### **1.2 Why we collect personal information**

The College collects personal information on a need-to-know basis and if such information relates to fulfilling a legitimate purpose. The main reasons for us to collect personal information include:

- To communicate with examination candidates and College members about College activities
- To assess eligibility for candidacy for examination
- To assess Fellowship training programs
- To monitor Fellowship training programs
- To keep an accurate record of communication and interactions between examination candidates, College members and the College administration
- Other purposes that enable the College to meet its objectives

## **2. OUR INFORMATION HANDLING PRACTICES**

### **2.1 Types of personal information we collect**

The various types of personal information we collect may include:

- Names
- Addresses and other contact details
- Details of qualification
- Dates of birth
- CVs or statements of experience in veterinary science
- Veterinary Surgeons' Board registration details
- Membership application forms
- Fellowship training programs
- Record of College examinations performance
- Correspondence to and from candidates and members
- Candidates examination papers (kept for 6 months only)
- Subscription renewal payment details (kept for two years only)
- Credential documents

### **2.2 Who we collect information from**

Generally, the College will collect personal information from whom the information relates. This may include:

- A form that has been completed either verbally, in writing or electronically
- Through contact via phone, email, website
- During the course of relevant services provided
- In other instances where consent has been provided.

If it is unreasonable or impractical to collect information from an individual, we may source information from third parties or a publically-accessible information source (for example Science Week or other event registration processes).

### **2.3 Use and Disclosure**

We use personal information for the intended purposes for which it was collected e.g. to provide services consistent with the objects of the College, or to employ and pay staff. We would also use or disclose personal information for a related purpose where there is a reasonable expectation of use or disclosure, where there is consent, or where permitted under the Australian Privacy Principles (APPs).

We will not provide personal information to government agencies, other organisations or any other party unless a legitimate exception applies. This includes where:

- There is a legal requirement or authorisation e.g. in the form of a Court order;
- Disclosure is reasonably necessary to prevent harm or damage to people or property;
- Disclosure is reasonably necessary to safeguard public health or safety;
- Disclosure is to a related service provider and is necessary in providing services to clients;
- Any other exception as prescribed by the APPs.

### **2.4 Sending personal information overseas**

We are committed to storing personal information in Australia. In the unlikely event that personal information is sent overseas we endeavour to ensure that the host country has privacy laws consistent with the APPs.

Clients may agree to provide an email address for the College to contact them. The College may use third party online services to assist in communications with clients, surveys, organising events or to enhance the services we provide. For example, Vision6 may be used in order to contact clients via email, and Survey Monkey may be used to send Surveys. Both of these services are online software designed to distribute emails and surveys. The storage of a client's email address and first name only will be on the Survey Monkey server which is located in the United States.

## **2.5 Receiving unsolicited information**

When we receive personal information that we did not request, we will decide within a reasonable time whether we could have received such information legitimately. If not, the College will destroy or deidentify the information unless it contains a Commonwealth record or destroying the information would be unlawful.

## **2.6 Quality and security**

We will take reasonable steps to ensure that any personal information collected, disclosed or used is relevant, accurate, appropriately current and complete. This includes the maintenance and updating of personal information when people or relevant organisations and agencies advise of changes.

The College will take reasonable steps to protect personal information held by us from being lost, misused, or subject to unauthorised access, manipulation or disclosure. These steps include setting-up password protection for files, securing paper files in locked cabinets and having security systems in College premises.

Members have access to their profile page and can update their details at any time.

Membership is renewed annually. Upon renewal, Members are requested to update their profile page with any changes to their details.

## **2.7 Direct Marketing**

We may send out direct marketing materials about the College that we believe may be of interest to you. In doing so we are subject to laws that include the Privacy Act 1988 (Cth) and the Spam Act 2003 (Cth), and carry out our direct marketing activities with either the consent or the reasonable expectation of individuals.

To unsubscribe from any of our communications at any time please use the unsubscribe link at the bottom of the email or contact the College office and request to be unsubscribed from the relevant mailing list.

## **2.8 The College and Online Communications**

Information transmitted over the Internet as well as links to external websites cannot be guaranteed as secure, and although we take measures to secure information transmitted on our website and through other forms there can be no complete guarantee of security in any information you transmit or receive from us. Our website, or the sites of our affiliates may use cookies. Cookies identify website traffic and enable the collection of some information when a site is visited. Cookies do not identify individual users.

## **2.9 Notifiable data breaches**

We are committed to reporting and acting on notifiable data breach incidents. Upon such an incident occurring, we will fulfil our legal obligations in identifying the breach to the best of our ability, communicating the breach to the appropriate authority or individual, as well as any other relevant details or recommendations in the appropriate format.

### **3. Contacting us**

#### **3.1 Feedback and complaints**

If you believe that we have breached any APP and wish to make a complaint, or wish to provide feedback of any other nature, please contact us with the details of the issue. We will promptly investigate any reasonable complaint and respond to you in writing setting out the outcome of our investigation and any proposed remedies.

#### **3.2 Access and correction**

You may request details of personal information we hold about you in certain circumstances set out in the Privacy Act 1988 (Cth). We may refuse to provide such information if unreasonable or if a legal exception applies. If you believe any information held by us about you is inaccurate, not current, incomplete or irrelevant please contact us with the details of the information to be corrected. We will endeavour to respond to any questions and effect updates within a reasonable timeframe

#### **3.3 Contact us**

If you would like more information on how we handle personal information, would like to make a complaint, request access to information, or have concerns about a data breach, please contact the Office on +617 34232016 or [cm@anzcvs.org.au](mailto:cm@anzcvs.org.au)

### **4. Amendments to policy**

This Policy may be amended from time to time at our discretion. Your continued use of our services and website following any amendments indicates that you accept those amendments to this Policy.