

## GENERAL PRIVACY POLICY

### Introduction

The Australian Association of Consultant Pharmacy Pty Ltd (ACN 057 706 064) (the AACP) is committed to protecting the privacy of your personal information. This privacy policy explains how THE AACP manages the personal information that we collect, use and disclose and how to contact us if you have any further queries about our management of your personal information. This privacy policy does not cover personal information collected or held by THE AACP about its employees.

The AACP is required by the Privacy Act 1988 (Cth) (Privacy Act) to comply with the Australian Privacy Principles (APP) (subject to other provisions of the Privacy Act). The APPs regulate the manner in which personal information is handled throughout its life cycle, from collection to use and disclosure, storage, accessibility and disposal. The AACP is also required to comply with the Spam Act 2003 (Cth) (Spam Act) and the Do Not Call Register Act 2006 (Cth) (Do Not Call Register Act).

### 1.1 What is personal information?

**Personal information** means information or an opinion about an identified [individual](#), or an [individual](#) who is reasonably identifiable whether the information or opinion is true or not; and whether the information or opinion is [recorded](#) in a material form or not.

Special provisions apply to the collection of personal information which is sensitive information. Sensitive information includes (for example) information about a person's membership of a professional or trade association. The AACP does not collect sensitive information (as defined by the Privacy Act) without consent.

### The kinds of personal information the AACP collects and holds

Examples include:

- an individual's name, address, DOB, contact number and email address;
- post-nominal letters
- accreditation
- employment details
- credit card details
- membership of industry body

### 1.2 Collection of personal information by the AACP

To the extent required by the Privacy Act:

The AACP will not collect personal information about you unless that information is necessary for one or more of our functions or activities, for example:

- conferences, meetings, events and presentations;
- newsletters or publications
- due process procedures

When the AACP collects personal information directly from you, we will take reasonable steps at or before the time of collection to ensure that you are aware of certain key matters, such as the purpose for which we are collecting the information, the organisations (or types of organisations) to which we would normally disclose information of that kind, the fact that you are able to access the information and how to contact us.

Where the AACP collects information about you from a third party, we will take reasonable steps to ensure that you have consented or have been made aware of the details as set out above.

Similarly, the AACP may be required to provide your contact details to third party suppliers of services which you would reasonably expect THE AACP to do in order to provide its services. The AACP provides the opportunity to opt-out of such third party arrangements.

The AACP acknowledges that there is no obligation for an individual to provide it with personal information. However, if an individual chooses not to provide the AACP with personal details, the AACP may not be able to provide the individual with the services reasonably expected to be provided.

### **1.3 Why does THE AACP collect personal information?**

The AACP collects personal information from you that is necessary for it to perform its functions. The types of personal information the AACP collects, and the purposes of collecting that information, include:

- Distributing publications - we collect contact details (which may include name, phone number, address, email address, and other contact information) when individuals interact with us in order to distribute newsletters and other communications in print and electronic form from time to time. Recipients may choose to have their names and addresses removed from our distribution lists by contacting us.
- Conducting events – we collect contact details, payment history and other personal information, including photographs and videos, about Pharmacists who wish to join or participate in our events, programs we conduct and our publications. This information is used to administer these events, promote and seek support for such events, share individuals' stories with the community and for the activities of the AACP. With the consent of the relevant person.
- Assisting with your queries - you may choose to provide us with your name or other contact details when you call us by phone or write to us so that we can respond to your requests for our newsletter or for other information about the AACP.
- Conducting our general business activities – the AACP collects personal information about individuals who are, or are employed by, our suppliers (including service and content providers), contractors and agents for our general business operations.

- Applying for a position (as employee or contractor) with the AACP - we may collect your personal information, including name and contact details, information about your working history and relevant records checks (including criminal checks) when you apply for a position with us, in order for us to assess your suitability for that or other positions. With your consent, this information may include information or an opinion about your criminal record or other sensitive information.

Generally, we collect information directly from the relevant individual. Sometimes, we may need to collect information about an individual from third parties including other third party information sources. We will do this if the individual has consented for us to collect, use or disclose the information in this way, or where it is not reasonable or practical for us to collect this information directly from the individual.

Provision of your personal details is the most effective method for the AACP to communicate with you, and to assist in the efficient delivery of services.

From time to time, the AACP may survey its contacts on a range of issues. These surveys help us to identify and analyse the ongoing needs of our stakeholders and the quality of our products and services. If you do not wish to participate in these surveys, please let us know.

#### ***1.4 Use and disclosure of personal information by the AACP***

If the AACP uses or discloses your personal information for a purpose (secondary purpose) other than the main reason for which it was originally collected (primary purpose) to the extent required by the Privacy Act, we will ensure that:

- The secondary purpose is related to the primary purpose and you would reasonably expect that the AACP would use or disclose your information in that way
- You have consented to the use and disclosure of your personal information for the secondary purpose
- The use or disclosure is required or authorised by or under law
- The use or disclosure is otherwise permitted by the Privacy Act

#### ***1.5 How might we contact you?***

We may contact you in a variety of ways, including by post, email, SMS, social media, mobile devices or apps, telephone call or facsimile.

**Spam:** We will not send you any commercial electronic messages such as SMSs or emails unless this is permitted by the Spam Act. Any commercial electronic message that we send will identify the AACP as the sender and will include our contact details. This message will also provide an unsubscribe facility. If you do not wish to receive commercial electronic messages from us, please let us know.

**Do Not Call Register:** We will not call you on a number listed on the Do Not Call Register unless this is permitted under Do Not Call Register Act. If you do not wish us to call you on a particular number, please let us know.

**Website or mobile device activity:** The AACP system requires that the web browser accept cookies, which are used to make logging-in possible. These cookies are not used to collect, store,

track or monitor any personal information. As would reasonably be expected, THE AACP may collect website and mobile device (e.g. apps) statistics (which includes pages accessed and search terms used) but this information is not identifiable (i.e. THE AACP cannot tell who you are).

### ***1.6 When does the AACP disclose personal information to third parties?***

In performing our functions and activities (such as for conferences, presentations, and events as outlined above), we may need to disclose personal information to third parties where you may reasonably expect the AACP to use or disclose the personal information for a specific purpose. Third parties with whom the AACP may share your personal information include, where appropriate:

- Printers and distributors of Fund publications and other material
- Financial institutions for payment processing
- External business advisers (such as auditors and lawyers)
- Travel and conference organisers

### ***1.7 Data quality and security***

All personal information collected by the AACP will be retained as part of a database, which will be securely monitored and maintained by the AACP or an approved host, which to the best of our knowledge is based in Australia. If the AACP stores personal information with a “cloud” service provider, the provider may be situated outside Australia. Subject to paragraph 1.6, the data will not be made available to a third party, unless it is legally required and verified, without the authority of the individual who provided the personal information. The AACP will take all reasonable steps to protect the security of the personal information that it holds. This includes appropriate measures to protect electronic materials and materials stored and generated in hard copy. Where information held by the AACP is no longer required to be held, and the retention is not required by law, then the AACP will de-identify or destroy such personal information by a secure means.

### ***1.8 Access and correction of your personal information***

The AACP makes its Privacy Policy available on its website, and can also provide a hard copy version upon request. If you would like more information or a hard copy of this Privacy Policy, please contact our Privacy Officer via the details provided below.

The AACP will make available for inspection, free of charge, all personal information, based on the information supplied by the individual that it holds in relation to an individual, provided reasonable notice is given. In the event that such a request is made, the AACP will review our records to determine what personal information is held and endeavour to respond to your request as soon as possible. Please note that the AACP will request that identification is provided before personal information is released. In the event that any part of the personal information that the individual inspects is determined to be incorrect and requires alteration then the AACP will make such alteration in compliance with the corrected advice provided by the individual.

In some circumstances, the AACP may not permit access to your personal information, or may refuse to correct your personal information, in which case we will provide you with reasons for this decision.

### ***Further information***

Please contact the AACP if you have any queries about the personal information that the AACP holds about or the way we handle that personal information. Contact details for privacy queries are outlined below.

Attention: Privacy Officer  
Australian Association of Consultant Pharmacy Pty Ltd  
9-65 Tennant Street  
Fyshwick ACT 2609

Via email at: [theaacp@aacp.com.au](mailto:theaacp@aacp.com.au)

Telephone: 02 6120 2800

If you want to obtain additional information about your privacy rights and how you can enforce them, you can visit the website of the Office of the Australian Information Commissioner at:

<http://www.privacy.gov.au> or <http://www.oaic.gov.au/>.

### **Related Documents**

AACP Privacy Policy (PN 002).

### **Authorisation**

Board of Directors, AACP  
June 2014