



# **The Institute of Healthcare Engineering, Australia**

## **PRIVACY POLICY**

Adopted by the Board on 26/07/2019

Version [0.2]Amended

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# Privacy Policy

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## **Purpose**

This privacy policy sets out the way The Institute of Healthcare Engineering Australia (IHEA) manages and protects the personal information of its members. It explains how the IHEA collects, uses, discloses and otherwise handles personal information. It also explains how you can access and update the personal information which is held. The process of raising concerns with the IHEA or lodging a complaint under the Privacy Act is also set out.

## **Commitment**

The IHEA is committed to protecting the information members provide about themselves.

We are bound by the Privacy Act 1988 (Cth) and will protect your personal information in accordance with the Australian Privacy Principles. These principles govern how we can collect, use, hold and disclose your personal information, as well as ensuring the quality and security of your personal information.

If you would like more information about how we protect your privacy, please contact us. A copy of this Privacy Policy is available on the IHEA website.

### **1 What is personal information**

Personal information includes any information or opinion, about an identified individual or an individual who can be reasonably identified from their information. The information or opinion will still be personal information whether it is true or not and regardless of whether we have kept a record of it.

Examples include an individual's name, address, contact number and email address.

The information that we seek to collect about you will depend on the products or services the IHEA is endeavouring to provide to its members.

### **2 Our Obligations**

IHEA is required to comply with the Australian Privacy Principles (APPs) in the Privacy Act 1988 (Cth) which regulate the manner in which personal information is handled throughout its life cycle, from collection/receipt to use and disclosure, storage, accessibility and disposal.

We are also required to comply with the Spam Act 2003(Cth) and the Do Not Call Register Act 2006 (Cth).

## 3 Why we collect Personal Information

### 3.1 General

The IHEA needs personal information to be able to perform its core functions including admission to membership, membership administration, professional development and invitations to networking events. In addition, the IHEA holds functions to benefit its members and operates a number of State Branch Councils, discussion groups and other member groups as required.

The main purposes for which we collect, hold, use and disclose personal information are to provide services and benefits to our Members, advise them of opportunities they might be interested in, and to maintain and extend our membership. Staff and members work together with local and international bodies to represent the views and concerns of the profession. The IHEA also interacts with non-members, third parties, service providers, suppliers, contractors, consultants, sponsors and the general public.

#### Services and Publications

- > distributing The Healthcare Facilities Journal, E Bulletin and newsletters
- > the provision of other professional information and materials to Members and non-members
- > supporting various IHEA member groups
- > supporting the National Board and State Branch Committees of Management.
- > organising IHEA discussion groups to consider topics of interest to the healthcare engineering profession

#### Training and events

- > developing, promoting and conducting events for Members and non-members and keeping records of CPD attendance
- > developing, promoting and conducting other IHEA events including The IHEA National Conference and the International Federation of Hospital Engineering (IFHE) international conference

## **Professional conduct**

- > ensuring that IHEA members comply with the IHEA's constitution, By-Laws and Code of Professional Conduct

## **General administration**

- > investigating and taking action on complaints about how the IHEA has collected or handles personal information
- > processing payments
- > answering queries and resolving complaints, and
- > using information for business analysis

## **Conducting Surveys**

- > for product and service improvement

## **Other activities**

- > The IHEA may also collect, hold, use and disclose personal information for other purposes explained at the time of collection or for which the individual has provided their consent

## **3.2 Direct Marketing**

The IHEA may use personal information of members and non-members, specifically your name and relevant address details to let people know about the IHEA's services and benefits and those of third party partners, contractors and/or suppliers where we have recipient consent. Where permitted by law, the IHEA or our partners may contact persons for direct marketing purposes in a variety of ways, including mail, email, SMS, telephone or on-line marketing. If you indicate a preference for a method of communication, we will try to use that method where it is practical for us to do so.

### **Opting Out**

Where you have consented to receiving direct marketing communications with the IHEA you consent will remain current until you advise us otherwise. However, you can opt out at any time in the following ways:

- > Members can update their communications preferences by emailing [ihea.members@ihea.org.au](mailto:ihea.members@ihea.org.au)
- > Advise the IHEA if they receive a marketing call that they no longer wish to receive these calls
- > Use the unsubscribe facility that the IHEA includes in our electronic messages to opt out of receiving those messages

## 4 The Kinds of personal information we collect and hold

### 4.1 General

The type of information the IHEA collects and holds about you depends on the type of dealings that you have with us. For example, if you:

- > **Join as a member** - we collect your name, address, contact number, gender, date of birth, email, employment details, dietary requirements and spouse details
- > **Are involved in the Board or State Branch or any other member group** - we obtain your name, address, contact numbers, email, professional credentials and dietary requirements
- > **Attend a professional program, conference, seminar** - we collect your contact details, address, Membership number, employment details, payment details including credit cards, spouse details (if applicable) and any dietary and accessibility requirements
- > **Are a supplier to the organisation** - we collect contact address details, billing information and information about the goods or services you supply
- > **Are a sponsor of the IHEA** - we collect contact address details and any information about the sponsorship
- > **Buy materials from the IHEA** - we collect contact details and billing information including credit card or other payment details
- > **Are a recipient of the IHEA Journal** - we collect contact address details
- > **Use the IHEA Logbook App** – we collect and store information about your career training & learning development

### 4.2 Sensitive Personal Information

Under the law, sensitive information is a subset of personal information that is generally afforded a higher level of privacy protection. Sensitive information includes details about your race, ethnicity, politics or philosophical beliefs, sexual preferences, health, genetics or criminal record.

Generally, we don't need sensitive information about you. Remember this kind of information will only be collected with your permission, and we will only use it for the purpose for which you provided it.

## 4.3 Our Website

When you visit our website or download, access or register to use our website (which may also include the use of any of our products) we may collect your personal information such as name, address, email address, phone number, date of birth, username, password and other information.

We or our service providers use web analytics to collect a range of information about your interaction with our website. Web analytic software collects the information using a number of techniques including cookies and Java Script. We also use web analytics to collect information from the browsers of those who use our website.

The information we collect includes IP address, domain name, date and time of visit, the pages visited and time spend on each page and whether you have visited the site before. We use this information to evaluate the effectiveness of our website and the level of interest in particular pages or the IHEA's product lines.

Our website may contain links to other sites. We are not responsible for the privacy practices or policies of those sites.

## 5 How we collect and hold personal information

### The IHEA collects personal information in a number of ways:

- > Email
- > Over the phone
- > Through written correspondence such as letters, faxes and emails
- > Hard copy forms including event registrations forms and surveys
- > In person
- > At events
- > Electronic systems
- > From third parties

## 6 Disclosure of personal information to third parties

Personal information may be disclosed to the following third parties where appropriate:

- > Financial institutions for payment processing
- > Insurers
- > Universities and other educational service providers involved with or engaged by IHEA
- > Sponsors so that they can provide members and non-members with information about their products and services
- > Member's employer to confirm membership status
- > International Health Engineering organisations with which we have an arrangement.

- > Members of IHEA committees
- > ASIC and similar bodies to comply with our legal requirements
- > The IHEA's contracted service providers including:
  - > Information technology service providers
  - > Publishers of our journal
  - > Conference organisers
  - > Marketing and communication agencies
  - > Mailing houses, freight and courier services
  - > Printers and distributors of direct marketing material

## **7 Security of Personal Information**

- 7.1 The IHEA will take all reasonable and practicable steps to ensure that your personal information is properly protect from misuse or loss and unauthorised access, modification or disclosure.

We take the following steps to secure the personal information we hold including:

- > ICT security such as encryptions, firewalls, anti-virus software and login and password protection
- > Staff training
- > Workplace policies
- > Requiring any service provider engaged to manage the membership renewal and membership data base, carry out the three practises listed above and to only use member's information to comply with the requirements of the contract they have with the IHEA.

### **7.2 Payment Security**

The IHEA processes membership and other payments using online technologies. Our policy is to ensure that all transactions processed by the IHEA meet industry security standards to ensure payment details are protected. Credit card information is never stored in a cookie.

### **7.3 Website Security**

While the IHEA strives to protect the personal information and privacy of website users, we cannot guarantee the security of any information that you disclose online and you disclose that information at your own risk. If you have concerns about disclosing information on-line, please contact the IHEA.

## 8 How to access and update your personal information

You have a right under the Privacy Act to access or request corrections to any personal information we hold about you.

### 8.1 Members

- > Email [ihea.members@ihea.org.au](mailto:ihea.members@ihea.org.au) or on the members section of the website

### Non-members

- > Can contact IHEA if you would like to access or correct the personal information that we hold about you. We may ask you to verify your identity before processing any requests to ensure that the personal information we hold is properly protected

## 9 Complaints Process

In the event that you have a question, concern or complaint regarding the way in which we handle your personal information, you are encouraged to contact us by:

**emailing**                      **[ihea.members@ihea.org.au](mailto:ihea.members@ihea.org.au)**

The IHEA takes your privacy seriously and will respond to any concerns you have as soon as possible. You will be advised if we need any further information from you, to resolve your concern.

Under the Privacy Act you may complain to the Office of the Australian Information Commissioner about the way we handle your personal information: The Commissioner can be contacted at:

GPO Box 5218

Sydney NSW 2001

Phone: 1300 363 992

Email: [enquiries@oaic.gov.au](mailto:enquiries@oaic.gov.au)

Web: [www.oaic.gov.au](http://www.oaic.gov.au)

### **10 Retention of personal data**

All personal data that has been collected from you will only be kept for 7 years. Upon resignation from IHEA former member information will only be held on our database for 12 months. If a member chooses to renew membership after this time we will need to obtain all personal information from you. (Note: a small amount of data is kept for the purposes of maintaining a historical record of the activities of the IHEA, for the benefit of future generations.

### **11 Changes to our policy**

We may amend this policy from time to time. The current version will be posted on our website and a copy may be obtained by contacting the IHEA.