

Privacy Statement

Osteopathy Australia is committed to providing you with the highest levels of member service. This includes protecting your privacy. The Privacy Act 1988 sets out a number of principles concerning the protection of your personal information.

The *Privacy Act* requires us to communicate certain information to all our members. We recommend that you keep this information for future reference.

Your personal information

Personal information held by Osteopathy Australia may include your name, date of birth, current home address, home phone number, mobile phone number, email address, credit card details, occupation and financial status as a member.

We also hold details of your qualifications and registration as an osteopath as well as records of any Continuing Professional Development (CPD) activity you log with us.

If you choose not to provide personal information, we may not be able to provide you with the services you require or the level of service with which we pride ourselves.

Details of the clinic(s) in which you work are included in your member profile.

How we collect your personal information

We collect personal information in a number of ways, including:

- > Directly from you via phone, email or in documents such as an application for membership form
- > From questionnaires that you complete, e.g. CPD forms
- > From you via online self-service functions on the Osteopathy Australia website
- > From publicly available sources of information
- > From the organisations identified under “When we disclose your personal information”
- > From our own records of how you use Osteopathy Australia services
- > When legally required to do so, e.g. Osteopathy Australia’s Constitution

How we use your personal information

Your personal information may be used to:

- > Provide the services you and the public require, e.g. ‘Find an Osteo’
- > Administer those services including invoicing and collecting debts

- > Inform you of ways the services provided to you can be improved
- > Conduct appropriate checks regarding qualifications, registration and character as required by the Osteopathy Australia Constitution
- > Gain an understanding of your information and communication needs so we can provide you with better service
- > Maintain and develop our database

When we disclose your personal information

For the purposes set out under “How we use your personal information”, we may disclose your personal information to organisations outside Osteopathy Australia. The parties to whom we may disclose information include:

- > Outsourced service providers who manage the services we provide to you by group negotiation for Osteopathy Australia members, such as approved professional and business insurance providers and member benefits providers
- > Outsourced IT and accountancy providers, who help us administer our member management functions
- > Government authorities such as Work Cover
- > The Osteopathy Board of Australia
- > The National Health Service Directory or other clinic directory services
- > Universities and other education providers
- > Via our online classifieds and Osteo Life magazine

- > General public enquiries for osteopathic treatment in their area

Help us ensure we hold accurate information

Osteopathy Australia takes all reasonable precautions to ensure that the personal information we collect, use and disclose is accurate, complete and up-to-date. However, the accuracy of that information depends on the information that you provide. That’s why we recommend that you:

- > Let us know if there are any errors in your personal information
- > Keep us up-to-date with changes to your personal information

You can access your personal information

You have the right to access your personal information, subject to some exceptions allowed by law. If you would like to do so, please contact us. You may be required to put your request in writing for security reasons.

Osteopathy Australia reserves the right to charge a fee for searching and providing access to your information to recover administrative costs.

Security of your personal information

Osteopathy Australia takes reasonable steps to protect your personal information from loss, misuse, unauthorised disclosure or destruction. Osteopathy Australia has in place generally

accepted standards of technology and operational security in order to keep your personal information safe. Only authorised Osteopathy Australia staff, contractors or office bearers may access your personal information for approved purposes. We have policies in place to reasonably ensure your personal information is kept safe.

Contact

If you have any questions please contact **Osteopathy Australia:**

- > Email your enquiry to info@osteopathy.org.au
- > Call us on **(02) 9410 0099 / 1800 467 836**
- > Access further information via www.osteopathy.org.au
- > Post to PO Box 5044
Chatswood West, NSW, 2067

You can also contact the **Office of the Australian Information Commissioner:**

- > Email your enquiry to enquiries@oiac.gov.au
- > Call on **1300 363 992**
- > Access further information via www.oaic.gov.au
- > Post to GPO Box 5218,
Sydney NSW 2001