



• Since 1973 •
AACMA

AACMA PRIVACY POLICY

AACMA's commitment to privacy

The Australian Acupuncture and Chinese Medicine Association Limited [ACN 010 020 390], its subsidiaries and affiliates in Australia (collectively referred to as **AACMA**) are committed to managing personal information in accordance with the Australian Privacy Principles (APPs) under the *Privacy Act 1988* (Cth) (Privacy Act) and in accordance with other applicable privacy laws.

This document sets out our policies for managing your personal information and is referred to as our **Privacy Policy**.

In this Privacy Policy, "we" and "us" refers to AACMA and "you" refers to any individual about whom we collect personal information.

About AACMA

AACMA is a community of highly trained and respected health care professionals who are part of the largest and most diverse association in Australia that is solely focused on supporting members by passionately working to advance the Chinese Medicine profession

AACMA promotes safety, quality and ethics in practice. AACMA members are registered with the Chinese Medicine Board of Australia and adhere to strict codes, practices and guidelines

AACMA offers a complete range of member and practice-related services either directly or through partnerships with insurance, health fund, banking and communications companies, for example, Guild Insurance.

What information does AACMA collect about you?

- **Members and prospective members**

When you enquire about our services or when you become a member of AACMA, a record is made which includes your personal information. The type of personal information that AACMA collects will vary depending on the circumstances of collection and the kind of service that you request from us, but will typically include

- your name;
- your date of birth;
- your current and previous addresses;
- your telephone/mobile numbers;
- your email addresses;
- your educational qualifications; and
- your professional indemnity insurance policy details.

If you choose not to provide such personal information (if required), AACMA may not be able to provide you with the services you require, or the level of service on which we pride ourselves.



• Since 1973 •
AACMA

Other information which AACMA will collect and hold as a direct consequence of membership includes but is not limited to your AACMA membership number, join date, accredited modalities, certificates issued, first aid certificate details and continuing education records.

- **Prospective employees or applicants**

AACMA collects personal information when recruiting personnel, such as your name, contact details, qualifications and work history. Generally, AACMA will collect this information directly from you.

AACMA may also collect personal information from third parties in ways which you would expect (for example, from recruitment agencies or referees you have nominated). Before offering you a position, we may collect additional details such as your tax file number and superannuation information and other information necessary to conduct background checks to determine your suitability for certain positions (for example, positions which involve working with children).

- **Other individuals**

AACMA may collect personal information about other individuals who are not members.

This includes:

- customers and members of the public who participate in events with which AACMA is involved;
- individual service providers and contractors to AACMA;
- members of the public who lodge complaints about AACMA members: and
- other individuals who interact with AACMA on a commercial basis.

The kinds of personal information AACMA collects will depend on the capacity in which you are dealing with AACMA. Generally, it would include personal information such as your name, contact details, and information regarding AACMA's interactions and transactions with you.

If you are participating in an event managed or delivered by AACMA, AACMA may take images or audio-visual recordings which identify you.

In limited circumstances, AACMA may collect information which is considered sensitive information. For example, if you are injured at an event promoted or delivered by AACMA we may collect health information about you in an emergency or otherwise with your consent. We may collect personal information about children (for example, when children participate in events with which AACMA is involved). Where children do not have sufficient maturity and understanding to make decisions about their personal information, AACMA will require their parents or guardians to make decisions on their behalf.

You can always decline to give AACMA any personal information AACMA requests, but that may mean that AACMA cannot provide you with some or all of the services you have requested. If you have any concerns about personal information AACMA has requested, please let us know.



• Since 1973 •
AACMA

- **Visitors to our websites**

The way in which AACMA handles the personal information of visitors to our websites is discussed below.

How and why does AACMA collect and use your personal information?

AACMA collects personal information reasonably necessary to carry out its business, to assess and manage its members' and clients' needs and provide services including services provided by AACMA.

AACMA collects personal information:

- directly from you, when you provide information in documents such as an application form or member profile form;
- from third parties such as our AACMA business partners;
- from publicly available sources of information;
- from a complaint to AACMA (note that complaints and any associated information is handled in line with our Code of Ethics and complaints handling procedures); and
- from our own records of how you use AACMA services.

AACMA may also collect information to fulfil administrative functions associated with these services, for example billing, entering into contracts with you and/or third parties and managing client relationships.

The purposes for which AACMA usually collects and uses personal information depends on the nature of your interaction with AACMA, but may include:

- responding to requests for information and other general inquiries;
- managing, planning, advertising and administering programs, events, competitions and performances;
- researching, developing and expanding our facilities and services;
- informing you of our activities, events, facilities and services;
- recruitment processes (including for volunteers, internships and work experience); and
- responding to enquires and complaints].

AACMA generally collects personal information directly from you. AACMA may collect and update your personal information following a communication from you over the telephone, by email, over the internet, via social media, or in person.

Collection of information from other sources

AACMA may also collect personal information about you from other sources, for example:

- affiliated and related companies; and
- third-party suppliers and contractors who assist AACMA to operate its business.

AACMA also collects and uses personal information for market research purposes and to innovate our delivery of products and services.



• Since 1973 •
AACMA

How does AACMA interact with you via the internet?

You may visit our websites (for example <https://www.acupuncture.org.au>) without identifying yourself. If you identify yourself (for example, by providing your contact details in an enquiry), any personal information you provide to AACMA will be managed in accordance with this Privacy Policy.

AACMA websites use cookies. A “cookie” is a small file stored on your computer's browser, which assists in managing customised settings of the website and delivering content. AACMA collects certain information such as your device type, browser type, IP address, pages you have accessed on our websites and on third-party websites.

You can use the settings in your browser to control how your browser deals with cookies. However, in doing so, you may be unable to access certain pages or content on our website.

AACMA's websites may contain links to third-party websites. AACMA is not responsible for the content or privacy practices of websites that are linked to the AACMA websites.

Can you deal with AACMA anonymously?

AACMA will provide individuals with the opportunity of remaining anonymous or using a pseudonym in their dealings with us where it is lawful and practicable (for example, when making a general enquiry).

Generally, it is not practicable for AACMA to deal with individuals anonymously or pseudonymously on an ongoing basis. If AACMA does not collect personal information about you, you may be unable to utilise our services or participate in our events, programs or activities we manage or deliver.

How does AACMA hold information?

AACMA stores information in paper-based files or other electronic record keeping methods in secure databases (including trusted third-party storage providers based in Australia and overseas).

Personal information may be collected in paper-based documents and converted to electronic form for use or storage (with the original paper-based documents either archived or securely destroyed). AACMA takes reasonable steps to protect your personal information from misuse, interference and loss and from unauthorised access, modification or disclosure.

AACMA maintains physical security over paper and electronic data stores, such as through locks and security systems at AACMA premises. AACMA also maintains computer and network security, for example, firewalls (security measures for the Internet) and other security systems such as user identifiers and passwords to control access to AACMA's computer systems.

AACMA's websites do not necessarily use encryption or other technologies to ensure the secure transmission of information via the internet. Users of the AACMA websites are encouraged to exercise care in sending personal information via the internet.

AACMA takes steps to destroy or de-identify information that it no longer requires.



• Since 1973 •
AACMA

Does AACMA use or disclose your personal information for direct marketing?

AACMA may use or disclose your personal information for the purpose of informing you about AACMA's services, upcoming promotions and events, or other opportunities that may interest you. If you do not want to receive direct marketing communications, you can opt-out at any time by contacting us using the contact details below.

If you opt-out of receiving marketing material from us, AACMA may still contact you in relation to its ongoing relationship with you.

How does AACMA use and disclose personal information?

- **For members**

The purposes for which AACMA may use and disclose your personal information will depend on the services AACMA is providing to you. For example, if you have engaged AACMA to deliver a service, AACMA may disclose information about you to service providers where this is relevant to our services.

AACMA discloses personal information in order to:

- conduct appropriate check for membership application purposes;
- provide the services you require;
- administer and manage those services, including charging, billing and collecting debts;
- inform you of ways the services provided to you could be improved;
- research and develop our services;
- gain an understanding of your needs in order for us to provide you with a better service;
- maintain and develop our business systems and infrastructure, including testing and upgrading of these systems; and
- for identification purposes.

Your personal information is also collected to promote and market other services which we consider may be of interest to you

- **For customers and participants**

If you are a customer or participant in an event, AACMA may disclose your personal information to our clients and venues where this is reasonably necessary for, and relevant to, the delivery of the event.

AACMA may use images or audio-visual recordings which identify you for promotional purposes where you would reasonably expect this to occur.

- **Disclosure to contractors and other service providers**

AACMA may disclose information to third parties we engage in order to provide our services, including contractors and service providers used for data processing, data analysis, customer satisfaction surveys, information technology services and support, website maintenance or development, printing, archiving, mail-outs, and market research.



• Since 1973 •

AACMA

Personal information may also be shared between related and affiliated companies of AACMA, located in Australia and overseas.

Third parties to whom we have disclosed your personal information may contact you directly to let you know they have collected your personal information and to give you information about their privacy policies.

- **Use and disclosure for administration and management**

AACMA will also use and disclose personal information for a range of administrative, management and operational purposes. This includes:

- administering billing and payments and debt recovery;
- planning, managing, monitoring and evaluating our services;
- quality improvement activities;
- statistical analysis and reporting;
- training staff, contractors and other workers;
- risk management and management of legal liabilities and claims (for example, liaising with insurers and legal representatives);
- responding to enquiries and complaints regarding our services;
- obtaining advice from consultants and other professional advisers; and
- responding to subpoenas and other legal orders and obligations.

The organisations to which AACMA may disclose information include:

- members of the public for practitioner referrals and listing on the AACMA website and AACMA member directories (such details being limited to name, clinic address, phone number and accredited modalities);
- various health funds for provider recognition; and
- government and regulatory authorities and other organisations, as required or authorised by law (In such cases the provision of information is on an individual member basis and restricted to that necessary to confirm AACMA financial membership, accreditation, etc. In some cases, group lists and/or collective information may be supplied, such as with health fund lists).
- AACMA does not provide member lists to outside parties, other than health funds, unless the supply of that information has been directly or impliedly authorised (such as updating postal addresses or checking eligibility for renewal of professional indemnity insurance under the AACMA master policy or in relation to the ongoing provision of any other AACMA organised service).
- When advertising material is forwarded to you it is done so via the AACMA National Office. This is done as a means of generating revenue for use in the provision of member services.



• Since 1973 •
AACMA

Other uses and disclosures

AACMA may use and disclose your personal information for other purposes explained at the time of collection or otherwise as set out in this Privacy Policy.

Does AACMA disclose your personal information overseas?

AACMA is a national organisation and works with clients, service providers, sponsors and commercial interests across the globe. It is likely that your information will be disclosed to overseas recipients.

Unless we have your consent, or an exception under the APPs applies, we will only disclose your personal information to overseas recipients where we have taken reasonable steps to ensure that the overseas recipient does not breach the APPs in relation to your personal information.

Entities which are related entities of AACMA or are otherwise affiliated with AACMA, have operations in various countries. In circumstances where your information is disclosed to overseas recipients, those recipients are likely to be located in countries in the regions in which AACMA and its related entities and affiliates operate.

How can you access or seek correction of your personal information?

You are entitled to access your personal information held by [AACMA on request.

To request access to your personal information please contact our privacy officer (*Paul Stadhams*) using the contact details set out below.

You will not be charged for making a request to access your personal information but you may be charged for the reasonable time and expense incurred in compiling information in response to your request.

AACMA will take reasonable steps to ensure that the personal information we collect, use or disclose is accurate, complete and up to date. You can help us to do this by letting us know if you notice errors or discrepancies in information we hold about you and letting us know if your personal details change.

However, if you consider any personal information we hold about you is inaccurate, out-of-date, incomplete, irrelevant or misleading you are entitled to request correction of the information. After receiving a request from you, we will take reasonable steps to correct your information.

We may decline your request to access or correct your personal information in certain circumstances in accordance with the APPs. If we do refuse your request, we will provide you with a reason for our decision and, in the case of a request for correction, we will include a statement with your personal information about the requested correction.

What should you do if you have a complaint about the handling of your information?

You may contact AACMA at any time if you have any questions or concerns about this Privacy Policy or about the way in which your personal information has been handled.



• Since 1973 •
AACMA

You may make a complaint about privacy to the AACMA Privacy Officer at the contact details set out below.

The AACMA Privacy Officer will first consider your complaint to determine whether there are simple or immediate steps which can be taken to resolve the complaint. We will generally respond to your complaint within 14 days.

If your complaint requires more detailed consideration or investigation, we will acknowledge receipt of your complaint within 7 days and endeavour to complete our investigation into your complaint promptly. We may ask you to provide further information about your complaint and the outcome you are seeking. We will then typically gather relevant facts, locate and review relevant documents and speak with individuals involved.

In most cases, we will investigate and respond to a complaint within 30 days of receipt of the complaint. If the matter is more complex or our investigation may take longer, we will let you know.

If you are not satisfied with our response to your complaint, or you consider that AACMA may have breached the APPs or the Privacy Act, a complaint may be made to the Office of the Australian Information Commissioner (OAIC). The OAIC can be contacted by telephone on 1300 363 992 or by using the contact details on the OAIC website.

How are changes made to this Privacy Policy?

AACMA may amend this Privacy Policy from time to time, with or without notice to you. We recommend that you visit our website regularly to keep up to date with any changes.

How can you contact AACMA?

- Name of AACMA Privacy Officer: Paul Stadhams
- Street address: Suite 6A, 50-56 Sanders Street UPPER MOUNT GRAVATT QLD 4122; or
- Postal Address: PO Box 6254 UPPER MOUNT GRAVATT QLD 4122
- Email address: ceo@acupuncture.org.au
- Telephone number: +61 7 3457 1800

This Privacy Policy was last updated on September 3rd 2024.