

# Privacy Policy

Last updated 4<sup>th</sup> November 2021



## How ACAud may use your personal information

The Australian College of Audiology Ltd (ACAud) is committed to safeguarding your privacy. This Privacy Policy describes our information collection, handling and storage practices.

ACAud undertakes the following activities that involve the handling of personal information:

- Running and updating our website, including advertisements
- Running ACAud events
- Handling membership and clinical certification of members, including the handling of complaints
- Sending updates and information to members and other stakeholders
- Answering queries received by direct contact in person or via email, phone or fax

You can read more about how we handle website user, event attendee and member information below.

We process credit card information for payments, but do not keep credit card information in any of our systems.

Personally identifiable information on individual users will not be sold or otherwise transferred to unaffiliated third parties without the approval of the user at the time of collection. At such points of collection, the user will have the opportunity to indicate whether he or she would like to "opt out" of receiving promotional and/or marketing information about other products, services and offerings and/or any third parties.

## How to opt-out of receiving ACAud communications

Non-member stakeholders can opt-out of receiving communications from ACAud in these ways:

1. You can send email to [acaud@acaud.org](mailto:acaud@acaud.org)
2. You can call the following telephone number: (07) 3839 1622

## Handling of website user information

Website user information we collect

ACAud collects, handles and stores the following information about website users:

- Your computer's IP address
- Your username and password if you are logged in as a member to our website
- The pages you have visited on our website

ACAud collects this information in order to improve our website and tailor it to your needs and to inform advertisers of such information as well as the number of users that have been exposed to or clicked on their advertising banners.

## Handling of ACAud event attendee information

ACAud collects, handles and stores the following information about attendees at our events:

- Full name
- Postal address
- Email address
- Phone numbers

If you do not provide *ACAud* with your personal information and permission to handle and store it, we will not be able to register you for our events including our National Congress and professional development events.

We use event attendee information to:

- Register people for *ACAud* events like our National Congress
- Provide information to attendees at, *ACAud* events like our National Congress
- Promote future *ACAud* events and other *ACAud* publications of interest

If you do not provide *ACAud* with your personal information and permission to handle and store it, we will not be able to approve your membership and/or clinical certification.

*ACAud* event attendee information is stored

## Gathering and handling of member information

*ACAud* member information we collect

*ACAud* collects, handles and stores the following information about members:

- Full name
- Postal address
- Email address
- Phone numbers
- Dates of periods when you are a member of *ACAud*, including the type of membership held for each period
- Dates of periods certified (e.g. as a HRS or DRS) by *ACAud*
- Details of any sanctions imposed against you following a complaint or other *ACAud* disciplinary process
- Supporting documentation, you provided in support of you application to membership and/or clinical certification, including internship and examination applications and other documents

If you do not provide *ACAud* with your personal information and permission to handle and store it, we will not be able to approve your membership and/or clinical certification.

We use member information to:

- Process applications and payments for membership and clinical certification by *ACAud*, including examinations.
- Keep an up-to-date register of members, including those who are clinically certified (i.e. Full Members) for different specialisations (e.g. Hearing Rehabilitation Specialist and Diagnostic Rehabilitation Specialist).

- Confirm *ACAud* members' clinical certification (i.e. Full Member and specialisation) status, including intern (Associate Member) status and history (i.e. period(s) a member) with Government funding bodies that require clinical certification (including the Department of Veterans' Affairs, the Hearing Services Program, Medicare and the National Disability Insurance Agency).
- Confirm *ACAud* members' clinical certification (i.e. Full Member and specialisation) status and history and history (i.e. period(s) a member), including intern (Associate Member) status, with private health insurers.
- Confirm *ACAud* members' clinical certification (i.e. Full Member and specialisation) current status, including intern (Associate Member) status, with members of the public.
- Handle complaints against *ACAud* members, including by:
  - providing information about *ACAud* members' clinical certification current status and history (i.e. period(s) a member) to people who want to make a complaint;
  - referring to other relevant complaints entities' where relevant (e.g. State and Territory health complaints commissioners/ombudsmen), and;
  - notifying Government funding bodies that require clinical registration (including the Department of Veterans' Affairs, the Hearing Services Program, Medicare and the National Disability Insurance Agency) and private health insurers of any sanctions imposed against *ACAud* members following on from a complaint or other *ACAud* disciplinary process.

*ACAud* members personal information is stored in our client management system and on our secure server, both of which access is only available to by *ACAud* staff and Board members solely for the purposes outlined above. Your full name, email address and phone number is also stored in the Secretariat's email contacts folder.

## Contact us

Please contact us if you would like to:

- ask a question about this Privacy Policy
- receive a copy of the personal information we have on you on file
- update your personal information
- make a complaint about how we have handled your privacy

ACAud Secretariat  
Suite 7, 4th Floor 201 Wickham Terrace Spring Hill QLD 4000 Australia  
Telephone: (07) 3839 1622  
Email: [acaud@acaud.org](mailto:acaud@acaud.org)

If you feel that we have not handled your complaint about how we have handled your privacy, you should contact the Office of the Australian Information Commissioner: <https://www.oaic.gov.au/about-us/contact-us/>