



Repairing bodies & rebuilding lives
in the Asia Pacific region

PRIVACY POLICY

Approved by Board: 21 August 2018

Next review date: August 2019

Managed on behalf of the CEO and Board by: Privacy Officer

*Revisions to this version are identified on the last page

Privacy Policy

Interplast Australia & New Zealand (ABN 59 006 155 193), (**Interplast, we and us**) is committed to protecting your personal information and privacy. This Privacy Policy explains how Interplast collects and handles personal information in the course of its business operations including through its website at <https://www.interplast.org.au/> (**website**).

Interplast is required to comply with the *Privacy Act 1988* (Cth) and the applicable Australian Privacy Principles under that Act in Australia, the *Privacy Act 1993* (NZ) and the New Zealand Privacy Principles (NZPPs) in New Zealand. As a health service provider, Interplast must also comply with the Victorian *Health Records Act 2001* and the Health Privacy Principles in that Act, as well as the New Zealand *Health Information Privacy Code 1994* when it collects, holds, uses and discloses patient health information.

By providing personal information to us, you consent to us collecting, holding, using and disclosing that personal information in accordance with and for the purposes specified in this Privacy Policy and any other arrangements that apply between us. We may change our Privacy Policy from time to time by publishing changes to it on our website. We encourage you to check our website periodically to ensure that you are aware of our current Privacy Policy.

You are not required to provide personal information to us. However, if you do not provide us with all the information we request, we may not be able to provide you with our services, our services may be affected or we may not be able to respond to you.

What kinds of personal information do we collect?

The types of personal information that Interplast collects will depend on your dealings with us – whether as a volunteer, employee, patient, job candidate, medical trainee, website user, service provider, financial donor, partner or through your organisation's relationship with us. The types of personal information that we collect may include:

- your name, gender, date of birth, phone numbers, professional title, contact details (including email and postal address) and employer
- any other information you provide us in any form you may have submitted to us, or in other forms of interaction with you
- information about your use of our websites, services and engagement on social media pages
- your employment history and education background
- your bank account information.

In some circumstances, Interplast may need to collect personal information that is sensitive information, for example information about patients' medical conditions and treatment received for the purposes of treatment and/or referral.

Interplast usually collects personal information directly from you in the following circumstances:

- when you contact, communicate with and give us feedback directly (by phone, in person, and by email)

- when you submit online enquiries
- when you provide information via public social media pages.

Interplast may also collect your personal information from business parties and third parties, such as anyone you have authorised to deal with us on your behalf.

For what purposes do we collect your personal information?

We collect your personal information for the following purposes:

- enabling you to access and use our services and website
- organising fundraising and events
- providing training and mentoring programs for medical professionals
- providing and managing patient care
- coordinating with other healthcare providers
- operating, protecting, improving and optimising our business services
- processing donations, sponsorships, volunteer per diems and reimbursements, including issuing receipts and donation statements
- sending service, support and administrative messages, reminders, technical notices, updates, security alerts, and information requested by you
- sending marketing and promotional messages and other information that may be of interest to you, including information sent by, or on behalf of, our business partners that we think you may find interesting
- seeking continued support from donors and sponsors
- responding to questions and obtaining feedback, including via researching donor attitudes
- considering your employee or volunteer application
- comply with our legal obligations and processes, resolving disputes and enforcing agreements with third parties
- internal reporting

To whom do we disclose your personal information?

We may disclose personal information for the purposes described in this privacy policy to:

- our volunteers, employees and ambassadors
- third party suppliers, service providers and distributors
- payment systems operators (e.g. merchants receiving card payments)
- anyone to whom our assets or businesses (or any part of them) are transferred
- specific third parties authorised by you to receive information held by us
- other persons, including government agencies, regulatory bodies and law enforcement agencies, pursuant to a lawful process or as required or authorised by law.

We may disclose personal information outside of Australia:

- to enable medical professionals to attend our training programs overseas

- in connection with arranging travel and associated arrangements, to enable medical professionals to provide services overseas.

The countries to which we are likely to disclose this information are countries where we provide services in the Pacific and Asia, and countries that may assist with the issuing of permits for these countries. A list of our current overseas programs is available [here](#).

Security of your personal information

We take reasonable steps to protect the personal information we hold about you from misuse, interference or loss and from unauthorised access, modification or disclosure.

We may hold your personal information in either electronic or hard copy (paper) form. We retain your personal information in our computer systems and databases, and in our physical files.

Interplast uses technologies and processes such as access control procedures, network firewalls, encryption, password protected databases and physical security measures to protect your personal information. However, the confidentiality of any communication by email cannot be guaranteed and we are not responsible for the security of information transmitted by internet.

We keep your personal information for only as long as is necessary for the purpose for which we collected it or where otherwise required or authorised by applicable legal obligations, in accordance with our applicable policies.

Access to and correction of your personal information

You have the right to access the personal information that we hold about you and you can also ask us to correct your personal information by contacting our Privacy Officer (details below).

We may first need to verify your identity before giving access or correcting your information.

Interplast will give access to your personal information unless an exception in the Privacy Act applies or and will take make the requested changes unless it does not agree that the information is incorrect. If we refuse to give you access to all or part of the information you have requested or to make the corrections you have requested, we will write to you and explain why.

Interplast may charge you its reasonable costs associated with providing you with access to your personal information.

Direct marketing

We may send you direct marketing communications and information about our services or about our partners. This may take the form of emails, SMS, mail or other forms of communication, in accordance with the Privacy Act and the *SPAM Act 2003* (Cth). You may opt-out of receiving marketing materials from us by contacting us using the details set out below or by using the opt-out facilities provided (eg an unsubscribe link).

Links to other websites

The Interplast website may contain links to other sites. Other sites may also have links to the Interplast website. In either case, Interplast is not responsible for the content, privacy practices or business practices of any website or company except its own.

Cookies and web beacons

We may also use 'cookies' or other similar tracking technologies on our website that help us track your website usage and remember your preferences. Cookies are small files that store information on your computer, mobile phone or other device. They enable the entity that put the cookie on your device to recognise you across different websites, services, devices and/or browsing sessions. You can disable cookies through your internet browser but our website may not work as intended for you if you do so.

Whilst we do not use browsing information to identify you personally, we may record certain information about your use of our website, such as which pages you visit, the time and date of your visit, search engine referrals and the internet protocol address assigned to your computer.

Our web pages may contain electronic images, known as web beacons. These electronic images enable us to count users who have visited certain pages on our website. Web beacons are not used by us to access your personal information, they are simply a tool we use to analyse which web pages are viewed, in an aggregate number.

Questions and complaints

If you have questions about how Interplast handles your personal information, or if you have a complaint about Interplast's information handling practices, you can contact the Privacy Officer (details below).

In particular, if you wish to make a complaint about how Interplast has handled your personal information, you should put your complaint in writing to our Privacy Officer.

Interplast will acknowledge receipt of your complaint, verify your identity and will investigate and respond within a reasonable time of receiving a complaint from you. If you are not satisfied with the decision, you can contact us to discuss your concerns. If the complaint is unresolved, you can contact the Office of the Australian Information Commission to make a complaint. Contact details are as follows:

Office of the Australian Information Commissioner
GPO Box 5218
Sydney
NSW 2001
1300 363 992
enquiries@oaic.gov.au

Interplast contact details

The Privacy Officer
Interplast Australia & New Zealand
Royal Australasian College of Surgeons Building
250 – 290 Spring St
East Melbourne
VICTORIA 3002
03 9249 1231
contactus@interplast.org.au