

BOARD POLICY

PRIVACY POLICY



Introduction

In collecting, storing and using information, the Optometry Council of Australia and New Zealand (“OCANZ, we, us, our”) is bound by the provisions of the *Privacy Act 1988* (Cth) (“Act”) and the *Australian Privacy Principles*. The Act sets out a series of privacy principles that must be observed in the management of personal information. Our policies in relation to these principles are set out below. This privacy policy may be updated from time to time by us as required by our organisation changes and if laws or regulations change.

Upon request to OCANZ you may find out the personal information OCANZ holds about you, for what purposes it holds this information and how it collects, holds, uses and discloses that information.

Collection of personal information

OCANZ will only collect personal information with your prior knowledge and consent. The information provided by you will be used by OCANZ for the purposes it was collected.

Why do we collect personal information?

OCANZ may collect, hold, use and disclose personal information in order to:

- fulfill our functions, obligations and responsibilities under or as provided under the *Health Practitioner Regulation National Law Act 2009* or the equivalent legislation applicable in each Australian State or Territory and New Zealand.
- fulfill our functions, obligations and responsibilities under the *Migration Regulations 1994* (Cth)
- answer enquires and filling requests for our services
- make decisions in relation to an assessment
- maintain a record about a candidate and communicating with a candidate for the purposes of assessment
- maintain a record about a candidate and communicating with a candidate for the purposes of examination
- receive payment for our services
- make an appointment to a committee, working group or assessment team
- provide payment to our employees, contractors and suppliers
- improve our services by collecting feedback
- comply with our legal obligations, resolving any disputes that we may have with you or any of our users, and enforcing our agreements with third parties
- provide information to organisations in Australia and New Zealand involved in the education, representation, assessment or regulation of optometrists
- conduct, arrange or participate in research into accreditation, assessment and examination

What kinds of personal information do we collect?

In the course of providing our services (or for other activities associated with providing our services), we may collect the following kinds of personal information (information that personally identifies you):

- Your full name and/or former name.
- Date of birth.

- Gender.
- Country of birth.
- Residential address or previous residential addresses.
- Qualifications held.
- The name of your employer or last known employer.
- Driver's Licence number, passport details or other identification information.
- Email address.
- Information publicly available to us via social media (Facebook, YouTube, Google+, twitter, LinkedIn and any similar service).
- Your transaction and payment history with us.
- Banking details.

Sensitive information

O CANZ does not normally collect sensitive information, such as information about health status. If it is necessary to collect such information, it will be done in accordance with the Australian Privacy Principles and with your knowledge and consent. This information will not be disclosed without your consent.

How do we collect your personal information?

O CANZ collect personal information directly and indirectly.

We may collect personal information from you directly if you:

- Contact us (via mail, phone, email or website enquiry). We may keep a record of your correspondence with us.
- Sign up to an O CANZ mailing list.
- Fill out an inquiry or application form.
- Comment or interact with us via social media.
- Purchase our services.
- Provide us with services.
- Provide feedback in relation to our services.

We may collect information about you from a third party where necessary to provide you with services.

We may also collect personal information about you when you use and access our web sites through the use of "cookies". A cookie is a small text file that the website may place on your computer. Cookies may be used, among other things, to track the pages you have visited, to remember your preferences and to store personal information about you.

You can adjust your internet browser to disable cookies or opt to be warned when cookies are being used. However, if you disable cookies, you may not be able to access certain areas of our websites or take advantage of the improved web site experience that cookies offer.

When you visit our website, our web servers may record other information about or relating to you, such as the time and date of your visit or the IP address assigned to the computer you are using to access the website. We do not use this information to identify you personally – rather, we simply use this information to track and improve the performance of the websites.

How do we hold your personal information?

The storage, use and transfer of personal information is undertaken in a manner that ensures security and privacy. O CANZ has rules and measures in place to protect personal information that it has under its control from unauthorised access, improper use, alteration, unlawful or accidental destruction and accidental loss, as outlines

in the Cybersecurity Policy. However, OCANZ advises that no data security or other measures can guarantee 100% security.

We keep the personal information you provide to us:

- If it is in hardcopy form, in a secure building with secure systems and processes.
- If it is in electronic form, in secure systems protected by passwords, virus protection software and firewalls.

Certain personal information may be linked with other information about you, including banking information. Only our authorised officers can access your personal information and our databases are protected by passwords and firewalls.

We will take reasonable steps to de-identify or destroy your personal information if we no longer require it. This includes requesting that any backup copies of information held by third parties are returned to us, de-identified or destroyed, and taking steps to ensure that this has occurred.

In the event that a breach of your personal data occurs, we will notify you as is required by the *Privacy Act 1988*.

Use and disclosure of personal information

OCANZ collects information from applicants and candidates for the Competency in Optometry Examination to assess eligibility for, and in the administration of, the examination. For these purposes, personal information may be provided to administrators, sub-contractors, service providers, assessors and examiners employed or engaged by OCANZ.

OCANZ will not, except as described in the paragraph above, disclose personal information to a third party unless required to do so by law and other regulation.

We do not sell personal information to third parties.

Anonymity

Our capacity to assist you will most likely be limited if we do not know your identity. If you use a pseudonym or remain anonymous, OCANZ may not be able to provide you with our services or handle your enquiries or complaints to the fullest extent.

We may also be required by law to identify you when we supply you with services.

Access to and correction of personal information

OCANZ endeavours to ensure that the personal information it holds is accurate, complete and up to date. To assist OCANZ with this please inform the office of any changes to your details.

You are entitled to request access to the personal information OCANZ holds and to seek to correct inaccurate information by contacting the Privacy Officer.

What happens if you have a complaint about the way we have handled your personal information?

If you have a complaint about the way we have handles your personal information, please contact us in writing by post or email with full details of the circumstances giving rise to the complaint. The OCANZ Chief Executive Officer (CEO) will contact you on receipt of the complaint.

Additionally, please contact us if:

- You believe someone has gained access to your personal information by mistake

- You would like to discuss our privacy policy
- You wish to know what personal information OCANZ is holding about you, or you would like to gain access to or amend that information.

The CEO can be contacted by writing to:

Optometry Council of Australia and New Zealand
 PO Box 16179
 Collins Street West VIC 8007

Or by email: ceo@ocanz.org

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