

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 collects personal information lawfully and fairly, and where required by law, with your knowledge or 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)
- respond to enquiries and fulfils requests for our services
- make decisions in relation to an assessment
- maintain records about candidates and communicates with candidates for the purposes of assessment
- maintain records about candidates and communicates with candidates 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.
- Publicly available information from social media or professional networking platforms where relevant to the services provided by OCANZ.
- Your transaction and payment history with us.
- Banking details.

Sensitive information

OCANZ 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?

OCANZ collects 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 OCANZ 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.

Our website may use cookies and similar technologies to improve website functionality and understand website usage. You can manage cookie settings through your web browser.

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. OCANZ 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 outlined 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 access controls, encryption where appropriate, secure cloud services and appropriate cybersecurity measures.

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 appropriate technical and organisational security measures.

When personal information is no longer required, OCANZ will take reasonable steps to securely destroy or de-identify it in accordance with its legal and operational obligations. Retention is based on legal obligations, operational needs and records management requirements.

If an eligible data breach occurs, OCANZ will respond in accordance with the Privacy Act 1988 (Cth), including the Notifiable Data Breaches Scheme.

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.

We do not sell personal information to third parties.

Anonymity

Where lawful and practicable, you may deal with OCANZ anonymously or using a pseudonym. However, in many cases we need to identify you to provide our services or meet our legal obligations.

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 handled 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) (or delegate) will acknowledge and investigate complaints in accordance with OCANZ's complaints process.

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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