



## **PRIVACY POLICY**

### **Your privacy is important:**

This statement outlines the Animal Emergency Incident Management Network Australia and New Zealand Incorporated (AEIM ANZ)'s policy on how the AEIM ANZ uses and manages personal information provided to or collected by it.

The AEIM ANZ is bound by the Australian Privacy Principles contained in the Commonwealth Privacy Act and is compliant with the Privacy Amendment (Enhancing Privacy Protection) Act 2012.

The AEIM ANZ may, from time to time, review and update this Privacy Policy to take account of new laws and technology, changes to the AEIM ANZ's operations and practices and to make sure it remains appropriate to the changing legal environment.

This privacy policy assumes that you are resident in Australia. If you are resident in the UK or Europe, please contact us for more information regarding how we treat your personal information.

### **What kind of personal information does the AEIM ANZ collect and how does the AEIM ANZ collect it?**

The type of information the AEIM ANZ collects and holds includes (but is not limited to) personal information, including sensitive information, about:

Name, demographic information and contact details

- Health, where it may impact directly on the delivery of services
- Professional experience, qualifications, community experience, references and related information that is reasonably found in a CV.
- Banking details specific to the provision of a service, a purchase of services, donation, sponsorship or membership.
- IP address, cookies or other metadata

### **Personal Information you provide:**

The AEIM ANZ will generally collect personal information held about an individual by way of phone calls, forms, meetings etc. You do have the right to seek to deal with us anonymously or using a pseudonym, but in almost every circumstance it will not be practicable for us to deal with you or provide any services to you except for the most general responses to general enquiries, unless you identify yourself.

### **How will the AEIM ANZ use the personal information you provide?**

The AEIM ANZ will use personal information it collects from you for the primary purpose of collection, and for such other secondary purposes that are related to the primary purpose of collection and reasonably expected, or to which you have consented.

In relation to direct marketing, the AEIM ANZ will use your personal information for direct marketing where you have provided that information, and you are likely to expect direct marketing: only then you will be sent direct marketing containing an opt out. If we use your personal information obtained from elsewhere we will still send you direct marketing information where you have consented and which will also contain an opt out. We will always obtain your consent to use sensitive information as the basis for any of our direct marketing.

**Volunteers and contractors:**

In relation to personal information of volunteers and contractors, the AEIM ANZ's primary purpose of collection is to assess and (if successful) to engage the volunteer or contractor. The purposes for which the AEIM ANZ uses personal information of contractors and volunteers include:

- for insurance purposes
- to support business operations
- to conduct special events, such as conferences or fundraising activities
- to satisfy the AEIM ANZ's legal obligations,

Where the AEIM ANZ receives unsolicited job applications these will usually be dealt with in accordance with the unsolicited personal information requirements of the Privacy Act.

**Volunteers:**

The AEIM ANZ also obtains personal information about volunteers who assist the AEIM ANZ in its functions or conduct associated activities, such as to enable the AEIM ANZ and the volunteers to work together.

**Marketing and fundraising:**

The AEIM ANZ treats marketing and seeking donations for the future growth and development of the AEIM ANZ as important. Personal information held by the AEIM ANZ may be disclosed to an organisation that assists in the AEIM ANZ's fundraising.

**Who might the AEIM ANZ disclose personal information to?**

The AEIM ANZ may disclose personal information, including sensitive information, held about an individual to:

- government departments;
- people providing services to the AEIM ANZ and,
- anyone you authorise the AEIM ANZ to disclose information to.

**Sending information overseas:**

The AEIM ANZ will not send personal information about an individual outside Australia without:

- obtaining the consent of the individual (in some cases this consent will be implied); or
- otherwise complying with the Australian Privacy Principles or other applicable privacy legislation.

We may use overseas providers of IT services including servers and cloud services.

### **How does the AEIM ANZ treat sensitive information?**

In referring to 'sensitive information', the AEIM ANZ means:

“information relating to a person’s racial ethnic origin, political opinions, religion, trade union or other professional or trade association membership, sexual orientation or criminal record, that is also personal information; and health information about an individual”.

Sensitive information will be used and disclosed only for the purpose for which it was provided or a directly related secondary purpose, unless you agree otherwise, or the use or disclosure of the sensitive information is allowed by law.

### **Management and security of personal information:**

The AEIM ANZ’s staff are required to respect the confidentiality of personal information and the privacy of individuals. The AEIM ANZ has in place steps to protect the personal information the AEIM ANZ holds from misuse, loss, unauthorised access, modification, interference or disclosure by use of various methods including locked storage of paper records and password access rights to computerised records.

We have a data breach response plan, which we would follow in the unlikely event of a privacy or data breach.

### **Updating personal information:**

The AEIM ANZ endeavours to ensure that the personal information it holds is accurate, complete and up-to-date. A person may seek to update their personal information held by the AEIM ANZ by contacting the Secretary of the AEIM ANZ at any time.

The Australian Privacy Principles require the AEIM ANZ not to store personal information longer than necessary.

You have the right to check what personal information the AEIM ANZ holds about you.

Under the Commonwealth Privacy Act an individual has the right to obtain access to any personal information which the AEIM ANZ holds about them and to advise the AEIM ANZ of any perceived inaccuracy. There are some exceptions to this right set out in the applicable legislation. To make a request to access any information the AEIM ANZ holds about you, please contact the Secretary in writing.

The AEIM ANZ may require you to verify your identity and specify what information you require. Although no fee will be charged for accessing your personal information or making a correction, the AEIM ANZ may charge a fee to retrieve and copy any material. AEIM ANZ If the information sought is extensive, the AEIM ANZ will advise the likely cost in advance.

### **How long will the AEIM ANZ keep my information?**

Your personal information that is no longer required will be de-identified or destroyed. In many circumstances, however it will be kept for marketing purposes, as you will have consented to that in writing with us.

**Enquiries and privacy complaints:** If you would like further information about the way the AEIM ANZ manages the personal information it holds, please contact the Secretary. If you have any concerns, complaints or you think there has been a breach of privacy, then also please contact the Secretary who will first deal with you usually over the phone. If we then have not dealt satisfactorily with your concerns, we will meet with you to discuss further. If you are not satisfied with our response to your complaint within 30 days from this meeting then you can refer your complaint to the Office of the Australian Information Commissioner via:

- email: [enquiries@oaic.gov.au](mailto:enquiries@oaic.gov.au)
- tel: 1300 363 992
- fax: +61 2 9284 9666