



Safety Institute of Australia

Trading as

**Australian Institute of Health & Safety**

effective from 3 November 2023

Privacy and Access

Operational administration and management of member and non-member personal information

Policy and Procedures

*Policy active at: 3 November 2023*



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## 1. Background/ Purpose

The Safety Institute of Australia Limited (trading as the Australian Institute of Health & Safety – AIHS) is committed to protecting the privacy of the personal information it collects and receives. This policy has been developed in accordance with the [Australian Privacy Principles \(APPs\)](#) in the [Privacy Act 1988 \(Cth\)](#) (Privacy Act).

This policy explains how AIHS collects, uses, discloses, and otherwise handles personal information relating to individuals, whether or not they are members. It also explains how you can ask to access and correct the personal information we hold about you or complain about any suspected privacy breach. Nothing in this policy limits any of our other obligations at law.

## 2. AIHS Privacy Policy

### ***Collection of personal information***

AIHS is required to collect personal information only by lawful and fair means. Where possible we will collect personal information we require directly from you.

We may collect personal information:

- from the information supplied by you to AIHS, including as described in the analytics section below
- in conversation and communication with you and your employees
- from organisations with whom we partner with to offer membership benefits
- from third parties including employees, service providers, related companies, or your representatives
- from publicly available sources of information
- when we are required to do so by law

Personal information we hold may include your name, current and previous addresses, telephone numbers, e-mail addresses, your employer and employment details, your preferences, and interests as relevant to your membership or potential membership with AIHS, and information we require to perform our services to you, or to allow the organisation you work for to provide AIHS with services. Further information may be collected as notified to you.

Some incidental collection of information may occur in the course of your interactions with AIHS, without specific notification. It will generally be apparent when this is happening.

Personal information entered into the AIHS database will not be used or disclosed by us, except as authorised by you or as is reasonably necessary for the purposes outlined to you. The AIHS database, and the security measures associated with storage on it, are explained further below (***Security of personal information***).



Should you choose not to provide personal information, we may not be able to provide you with the services or may not be able to provide you with the services to a sufficient level that we regard as best practice.

Where AIHS collects your personal information, AIHS will take reasonable steps to notify you of:

- the purposes for which we are collecting the information
- the third parties to whom we may disclose the information of that kind
- whether any of those third parties are located overseas and, if practicable to specify, the countries in which they are located
- how to access and correct personal information and make privacy complaints

In some situations, there may be no reasonable steps necessary to inform you of these matters, as it may be obvious that AIHS is collecting information and why. For example, if you ask a question in an email, we may ask you to provide certain information for the purpose of answering it.

AIHS will collect sensitive information where it is reasonably necessary for, or directly related to, one or more of our functions or activities or is otherwise permitted under the Australian Privacy Principles. For example, we may collect:

- information about your membership of other professional associations for which we have reciprocal arrangements with your consent
- information about dietary requirements for events and conferences

Where it is practical and lawful for us to do so, AIHS will enable you to access our website and make general telephone enquiries without having to identify yourself or by using a pseudonym. AIHS also enables you to respond to our surveys anonymously.

### **Web analytics via cookies through the AIHS website**

The AIHS website collects information about your visit for analytics purposes through the use of text files sent to your browser (“cookies”). Cookies keep track of things such as your preferences and past use of our website when you visit again – for example, to recognise that you are logged in to our member portal with a device.

Generally, the use of cookies will not involve the collection of personal information that identifies you by name or makes you identifiable. In some circumstances however some features, such as your IP address, may ultimately be identifiable to you.

Most internet browsers are set to accept cookies. If you prefer not to receive them, you can adjust your internet browser to reject cookies. Rejecting cookies can, however, limit the functionality of our website.

### ***Use and disclosure of personal information***

Your personal information may be used by us to:



- provide products and services to you
- collect payments and to administer your account
- provide you with updated or new information about our products and services
- for development of existing and new products and services
- maintain and update our business infrastructure and systems
- promote our other products and services to you
- communicate with our associates for the purpose of them carrying out any of the above functions

We may also use such information for related purposes that may arise from time to time, subject to our obligations under the Australian Privacy Principles.

In providing our products and services, or collecting and using your personal information, your personal information may be disclosed to third party organisations including:

- information technology service providers
- conference organisers
- marketing and communications agencies
- mailing houses, freight, and courier services
- printers and distributors of direct marketing material
- our legal, accounting, financial or other professional advisors
- regulatory, government and other authorities as required by law
- members of AIHS committees such as branch committees
- our partners and sponsors to enable them to provide information about their products and services

### ***Opting out***

You can opt out of receiving marketing communications from AIHS at any time through the following channels:

- By mail: AIHS, PO Box 1376, Kensington VIC 3031
- By email: [membership@aihs.org.au](mailto:membership@aihs.org.au)
- By telephone: +61 3 83361995
- By utilising the unsubscribe facility that we include in our electronic messages such as emails and SMS.

You agree and acknowledge that even if you opt out of receiving information about future events or marketing material, we will still send you essential information that we are required to send you relating to any services we provide to you.



### ***Unsolicited information***

Unsolicited personal information is personal information we receive that we have taken no active steps to collect. If the information we receive is not required for AIHS to perform one or more of our services or activities, AIHS will destroy or de-identify the information as soon as practicable.

### ***Overseas transmission of personal information***

AIHS uses cloud-based data servers, which are based in Australia, and does not generally send personal information to recipients outside the country. Should it do so, it will deal with this in accordance with the Australian Privacy Principles.

### ***Quality of personal information***

AIHS takes reasonable steps to make sure that the personal information we collect, use or disclose is accurate, complete and up to date. However, the accuracy of that information depends primarily on the information you provide.

We recommend that you:

- let us know if there are any errors in your personal information
- keep us up-to-date with changes to your information

### ***Security of personal information***

We take reasonable steps to protect your personal information we hold from misuse, loss, unauthorised access, modification, or disclosure.

You can also help to protect the privacy of your personal information by keeping passwords secret and by ensuring that you log out of the website when you have completed your transaction. If you become aware of any security breach, please contact AIHS national office as soon as possible.

We will take reasonable steps to destroy or permanently de-identify personal information if it is no longer needed for any purpose for which the information may be used or disclosed.

AIHS is not responsible for the privacy or security of third-party websites that you access via links on the AIHS website.

### ***Access and correction of your personal information***

You are able to access your personal information that we hold, with some exceptions as allowed by law. To obtain a copy of your personal information, write to the AIHS national office requesting the information and we will assess your request and provide you with a response, usually within 10 working days. We reserve the right to charge a reasonable fee for the provision of this information. If we refuse your request, or if we refuse to give you access in the manner you requested, AIHS's policy is to provide you with written confirmation of the reasons for our refusal and the available complaint process.

To correct any information that you believe requires correction:



- Members can access and update their contact details by logging in to the member-only area of the website.
- If you are not a Member, or for any personal information that can't be accessed and corrected through website please contact AIHS national office.

### ***Variation and access***

This policy may be varied from time to time in accordance with any changes to our practices or changes to the way we collect, use, and disclose any personal information. You should check this policy regularly so that you are aware of any variations made to this policy.

If you wish to access this policy in another format, please contact us as set out in the section below. We will take reasonable steps to accommodate such requests but reserve the right not to comply with a request that is unduly burdensome or unreasonable.

### ***Complaints***

If you have a complaint about how AIHS has collected, stored, or used your personal information, or any other Australian Privacy Principles or a registered APP code (if any) that applies, please contact AIHS's national office. We will endeavour to deal with your complaint and take any steps necessary to resolve the matter promptly, usually within 10 business days.

If your complaint is unable to be resolved within 10 business days, AIHS will advise you in writing including letting you know when we expect to provide our response.

If you are unhappy with our response, you can refer your complaint to the Office of the Australian Information Commissioner, whose contact details can be found [here](#).

Please contact AIHS if you have any queries about the personal information that AIHS holds about you including the way we use or disclose that personal information or you wish to access or correct the personal information held by us or opt out of receiving our marketing communications. You can also contact us to provide any feedback about this policy. Our contact details are set out below.

Privacy Officer  
Australian Institute of Health & Safety  
PO Box 1376  
Kensington VIC 3031