

# Privacy Policy

## Purpose

Arthritis & Osteoporosis Tasmania (AOT) is committed to protecting your privacy. AOT supports and is bound by the Privacy Act 1988 and the National Privacy Principles.

## Collection of information

It is AOT policy to allow users to provide as much, or little, personal information to us as they feel comfortable. As a member, client, donor or sponsor of AOT we pledge to provide you with some important rights:

- Our total commitment to your privacy
- Confidential and secure handling of personal information about you
- Full control of all personal information gathered about you.

The personal information that you provide to us is never sold, rented, lent or given to any third parties (unless required by law), or published in our publications or on our web site, without explicit permission (unless required by law).

## Collection of Personal and Sensitive Information

For the purposes of this Statement, "Personal Information" is characterised as being information or an opinion about an individual whose identity is apparent or can reasonably be ascertained from that information or opinion. "Sensitive information" means health information about an individual.

The types of Personal Information generally collected by AOT include name, address, date of birth, mobile and telephone numbers, e-mail address, credit card or bank account details, occupation and employer, driver's licence number and emergency contact details. Personal Information is also collected when individuals provide business cards or other documentation to us containing such Personal Information, including completion of a Membership / Volunteer Agreement and a student enrolment. Personal Information also includes information we collect in the course of providing services to individuals and external communications.

The types of Sensitive Information generally collected by us include information relating to health issues that is necessary to properly advise customers about AOT group exercise programs. The types of health-related information include medical history, whether individuals are using medication, smoke or are pregnant and other health related information.

Title:	Privacy Policy	Status:	APPROVED
Version:	v1.4	Date Approved:	04/03/2020
Location:		Review Date:	May 2022

The types of information we collect is used to:

- Process donations, memberships and sponsorship
- Issue receipts
- Respond to comments and questions
- Assist us in providing advice and other services
- Assist us in fundraising activities in our work to fight arthritis and to obtain more support for our programs and the achievement of our objectives
- Provide follow up information about AOT events, advocacy issues and developments in arthritis research
- Seek ongoing support for research and the services and programs provided by AOT
- Research member attitudes
- Generate internal reports
- Process student enrolments and comply with the Government's [National VET Data Policy](#) for Registered Training Organisations (RTOs)

## Information Security

We take all reasonable steps to protect your personal information from misuse, loss, unauthorised access, modification or disclosure and information is stored securely whether in an electronic or physical form.

## Access and Correction

You can request access at any time to personal information we hold about you. You may ask us at any time to correct personal information held by us about you, that you believe is incorrect or out of date.

You may at any time choose not to receive some or all of our support communications, or not to be contacted at all by calling (03) 6228 4824 or 1800 011 041 (toll free) or by email [info@arthritistas.org.au](mailto:info@arthritistas.org.au).

You may choose to deal with us on an anonymous basis when it comes to the provision of personal information about you.

## Website

Your right to privacy is important to AOT. This statement applies to the collection of your email address at any stage throughout our website where you request information from us. By using our website, you consent to the collection and use of this information by AOT. If we

Title:	Privacy Policy	Status:	APPROVED
Version:	v1.4	Date Approved:	04/03/2020
Location:		Review Date:	May 2022

decide to change our privacy policy, we will post those changes on the internet privacy statement page so that you are always aware of our gathering information and dissemination practices.

We do not use your email address for any other purpose except to respond to your request to receive information from us. We may disclose your email address if you request us to do so, you consent or where required by law.

Our web server collects the domain names (not the email addresses) of visitors to our website. This information is aggregated to measure basic usage data such as the number of visits, average time spent on the site, pages reviewed etc which is used by our association to improve the content of our website.

AOT attempts to only link to sites that have similarly high respect for your privacy. However, we are not responsible for the content or the privacy practices employed by other sites. Should you have a problem with privacy on any site we link to, please let us know by contacting our Privacy Policy Officer.

AOT takes reasonable measures to keep all information about our online visitors secure against unauthorised access and periodically reviews the security measures of our internet site.

## Registered Training Organisation

As a Registered Training Organisation (RTO) AOT is required to collect and share student data to the National Centre for Vocational Education Research (NCVER). The following statement represents the minimum mandatory content for inclusion in a Privacy Notice to be included in the enrolment process:

### Privacy Notice

Under the National Vocational Education and Training Regulator ([Data Provision Requirements Instrument 2020](#)), AOT is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Your personal information (including the personal information contained on the course enrolment form), may be used or disclosed by AOT for statistical, administrative, regulatory and research purposes. AOT may disclose your personal information for these purposes to:

- Commonwealth and State or Territory government departments and authorised agencies; and
- NCVER.

Personal information that has been disclosed to NCVER may be used or disclosed by NCVER for the following purposes:

Title:	Privacy Policy	Status:	APPROVED
Version:	v1.4	Date Approved:	04/03/2020
Location:		Review Date:	May 2022

- populating authenticated VET transcripts.
- facilitating statistics and research relating to education, including surveys and data linkage.
- pre-populating RTO student enrolment forms.
- understanding how the VET market operates, for policy, workforce planning and consumer information; and
- administering VET, including program administration, regulation, monitoring and evaluation.

You may receive a student survey which may be administered by a government department or NCVET employee, agent or third-party contractor or other authorised agencies. Please note you may opt out of the survey at the time of being contacted.

NCVER will collect, hold, use and disclose your personal information in accordance with the *Privacy Act 1988* (Cth), the National VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at [www.ncver.edu.au](http://www.ncver.edu.au)).

## DECLARATION OF PRIVACY

Arthritis & Osteoporosis Tasmania (AOT) acknowledges and respects the privacy of individuals. This information is being collected for the purposes of processing your application or inquiry, keeping you informed of upcoming events, information and support programs and assisting us in improving our services and programs.

The intended recipient of the information is AOT and database service providers engaged by us. The provision of the information is voluntary, but if not provided, we may be unable to process your application or inquiry.

You have a right of access to, and alteration of, your personal information in accordance with the Act. Please direct any enquires you may have to our Privacy Officer.

### Related Documents:

Privacy Procedures

### References:

Information on the Privacy Act and the National Privacy Principles can be found at:

<https://www.oaic.gov.au/individuals/>

<https://www.oaic.gov.au/privacy-law/privacy-act/australian-privacy-principles>

Title:	Privacy Policy	Status:	APPROVED
Version:	v1.4	Date Approved:	04/03/2020
Location:		Review Date:	May 2022

Information on AOT obligations as an RTO can be found at:  
<https://www.education.gov.au/privacy-notice-and-student-declaration>  
<https://www.education.gov.au/national-vet-data-policy-0>

### Revision History:

Version	Date	Description of Modifications
v1.0	09/05/2013	Original
v1.1	09/02/2015	Legislation Updated
v1.2	09/04/2019	Reformatted. Inclusion of RTO mandatory privacy notice.
v1.3	21/05/2020	Reviewed, no changes
v1.4	04/03/2021	Reflect updated Data Requirement Provision Instrument

Title:	Privacy Policy	Status:	APPROVED
Version:	v1.4	Date Approved:	04/03/2020
Location:		Review Date:	May 2022