

TSANZ PRIVACY POLICY

WHO WE ARE: We are the peak body representing professionals in the respiratory and sleep medicine field in Australia and New Zealand. Our mission is to improve the knowledge and understanding of lung disease, to prevent respiratory illness through research and health promotion and improve health care for people with respiratory disorders. Currently we have a membership of over 1,500 respiratory health professionals. References to “us”, “we”, “our” or “TSANZ” are references to The Thoracic Society of Australia & New Zealand Ltd.

WHAT INFORMATION WE MIGHT COLLECT: In our activities we may collect information or an opinion about you that is either identified or identifiable (**personal information**). This may include:

- information that identifies you, such as your name, date of birth, gender, education and employment details;
- your contact information such as home or work address, home, work and mobile phone numbers and email addresses;
- financial information such as bank account and credit card details
- sensitive information (**sensitive information**) such as information relating to your:
 - racial or ethnic origin;
 - membership of a political association;
 - religious beliefs or affiliations;
 - membership of a professional or trade association;
 - membership of a trade union;
 - sexual preferences or practices;
 - criminal record;
 - health information;
 - genetic information;
 - biometric information and templates [such as voice recognition information];
 - habits and activities including sporting, lifestyle interests, diet and consumption of food, beverages and drugs;
 - disability information;
 - involvement programs or memberships in other organisations.

PROTECTING YOUR PRIVACY: We are committed to protecting your privacy and complying with the Privacy Act 1988 (Cth) (Privacy Act), the Privacy Act 1993 (New Zealand) and other laws relating to personal information (**Privacy Laws**). We have put in place processes for collecting, handling and storing personal and sensitive information that comply with the Australian Privacy Principles under the Privacy Act.

In dealing with your personal information we will:

- only collect information necessary to perform our functions which include administration of membership, assessment of research applications and awards, accreditation of laboratories, continuing professional development, research and clinical trials, facilitating networking and holding key events like the Annual Scientific Meeting;
- take steps to make sure that the information that we collect, use and disclose is accurate, up-to-date and complete;
- protect the information that we hold from misuse, interference and loss and from unauthorised access, modification or disclosure;
- not disclose personal information to third parties without your express consent or unless required by law;
- facilitate your ability to update or correct your personal information and to address your concerns about your personal information;
- not sell, trade or rent your personal information under any circumstances; and
- as soon as practicable, destroy information if it is no longer required.

ABOUT THIS PRIVACY POLICY: This document sets out our policy on protecting the privacy of personal and sensitive information that we may collect. In doing so, it explains:

- who this policy applies to;
- what kind of information we collect and hold;
- how we collect personal information;
- how we hold personal information;
- why we collect and use personal information;
- our direct marketing activities
- opting out of direct marketing;
- disclosure of personal information overseas;
- how we handle and secure personal information;
- how to access and correct your information;
- what happens if there is a data breach;
- the role of our privacy officer;
- what to do if you have concerns; and
- how we deal with complaints.

WHO DOES THIS POLICY APPLY TO? This policy applies to TSANZ staff, directors, officers, members, volunteers and non - members who participate in our activities, projects, events or programs and consultants and contractors.

WHAT KIND INFORMATION DO WE COLLECT AND HOLD? The type of personal information we collect and hold depends on the kind of dealings you have with us. Here are the main examples:

- **If you join as a member of TSANZ:** the information we collect includes your name, address, contact number, gender, date of birth, address, email address, employment details, evidence of university enrolment (in the case of student membership), your communication preferences and payment details.
- **If you are a TSANZ Board or Sub-Committee member or a TSANZ Branch Executive:** we obtain your name, address, contact number(s) and email addresses.
- **If you attend the TSANZ annual scientific meeting, a seminar or a branch event:** we collect your contact details, address, membership number (if applicable), income details, evidence of university enrolment, payment details and any dietary and accessibility requirements.
- **If you apply or are nominated for a TSANZ award:** we will collect a curriculum vitae outlining your qualifications, experience, contribution to research in respiratory medicine and achievements.
- **If you are a supplier of goods or services:** we collect contact address details, usually including but not limited to all forms of contact and address, billing information and information about the goods and/or services supplied.
- **If you are a sponsor:** we collect contact address details, usually including but not limited to all forms of contact and address, and information relating to your sponsorship.
- **If you are an employee (permanent or temporary):** we collect contact details, tax identification number and details about a superannuation scheme.
- **If you apply for a job:** we collect the information included in an application for employment, including a cover letter, resume, contact details and referee reports.
- **If you are a respiratory function laboratory seeking accreditation:** the information we collect includes contact details, names and CV's of senior medical and scientific staff, technical information about test equipment, sample test reports, names and contact details of their suppliers.
- **We may collect sensitive information:** if it is necessary for our activities and functions and we will only do so if you have consented to us collecting that information or if we are required to do so by law. Here are some examples:
 - We may collect information about your membership in other professional associations (such as the Australia and New Zealand Society for Respiratory Scientists or the Royal Australasian College of Physicians).
 - We collect information about your dietary requirements or mobility needs when you are registering for our events or conferences.
 - We may collect information about your medical conditions, habits, activities or lifestyle in connection with any clinical research project that we are involved in.
 - We collect information about your medical conditions if you make an application for "special consideration" member status.
 - As part of a membership application for membership we may collect copies of PAYG group certificates or payslips or evidence of enrolment to a university.
 - We may collect information from family or friends in relation to a member who has passed away for the purposes of closing membership.
 - We may collect copies of medical reports and psychiatric assessments in the course of a professional conduct investigation; and/or
 - We may collect information regarding criminal convictions in connection with any appointment to the board directors and of other officeholders in compliance with legislation and with our constitution.
 - If you are participating in a clinical trial or study, we may collect information about your medical conditions, habits, activities or lifestyle in connection with a clinical research project that we are involved in.

- **We do not collect government related identifiers from members:** As a TSANZ member, you are issued with your own unique member number on joining the organisation. Our policy is not to collect or use any government related identifier of any individual (such as a Medicare number, TFN or driver's licence number) unless permitted by the Privacy Amendment (Enhancing Privacy Protection) Act 2012 (for example, where the use or disclosure is required or authorised by an Australian law or a court order).

HOW WE COLLECT PERSONAL INFORMATION: We will only collect personal information by lawful and fair means and not in an unreasonable or intrusive manner.

Where possible and practical to do so, we will collect that information directly from you. We may do this:

- in person (by emails, telephone, letters or face-to-face interviews)
- through member application forms and conference/event registration forms;
- through CVs and other employment related documentation;
- in conflict of interest declarations;
- in laboratory accreditation application forms, procedure manuals, process documents and other supporting documents;
- through contracts, memorandum of understandings, purchase and payment documents; or
- through consent, waiver or release forms.

Collecting information from third parties: In limited circumstances we collect personal information from a third party for purposes directly related to our activities. Here are some examples:

- When we contract a professional conference organiser to work on one of our conferences, we may collect your personal information from them.
- If you participate in a clinical trial or study we may collect your personal information from a third party such as a doctor, an academic researcher, a hospital, a dentist or other health service provider
- If you apply for membership or employment we may collect your personal information from an employer, an employment agency, an educational institution, a charitable institution, a government, a regulatory agency or advisor who has dealt with you or from their authorised representative.
- We may engage a service provider for a project or a third party who partners with us on a project who may collect your personal information for the purposes of that project and pass it on to us.

HOW WE HOLD PERSONAL INFORMATION: We understand the importance of protecting personal information that we hold. We will take steps to ensure that it is free from misuse, interference, loss, unauthorised access or alteration by:

- storing information securely and having security controls to protect your personal information
- training our employees on privacy
- securing hard copy information in a locked cabinet;
- safely destroying information (such as credit card details) when it is no longer required;

- limiting access to information to those that are authorised to access such information;
- protecting online information with appropriate technology solutions such as log-in details, anti-virus software and centralised administration; and
- taking reasonable steps to destroy or permanently de-identifying personal information that is no longer needed.

WHY WE COLLECT AND USE PERSONAL INFORMATION: We collect, use and disclose personal information because it enables us to carry out our mission and functions. We may use your personal information to fulfil the purpose and related purposes for which information was collected by us or provided to us by you including for the following purposes:

- **Representation:** representing health professionals and workers in the field of respiratory and sleep medicine;
- **Member management:** maintaining, retaining, extending and growing the membership of TSANZ which involves activities such as:
 - processing applications for membership (which may involve providing a name and contact details of a proposer and seconder to an applicant with the consent of the proposer or seconder in question);
 - providing services and benefits to members;
 - conducting confidential member surveys to help evaluate services to members;
 - managing memberships (for instance, by sending out renewal notices and recording and updating membership details and profile information);
 - running elections of officeholders of TSANZ;
 - distributing TSANZ annual reports and sending notices of TSANZ meetings and events;
 - distributing the TSANZ eNews, Research Round up and other communications;
 - managing the special interest groups;
 - managing the TSANZ Branch events and educational meetings;
 - assessing research award applications;
 - recognising outstanding contributions by individuals in advancing respiratory medicine;
 - contacting by media to discuss a key topic in respiratory health (if a member of the media needs to contact you for such purposes, we do not provide your contact details to them without first obtaining your consent);
 - posting conference presentations (video and power point) on our website subject to appropriate consents being obtained).
 - using photos of members and activities in our publications subject to the appropriate consent form being obtained.
- **Accreditation:** undertaking accreditation and quality assurance in activities such as:
 - accreditation activities for respiratory function laboratories .
 - undertaking audits of respiratory function testing on behalf of other agencies eg the Department of Mine, Natural Resources and Energy audit of Spirometry.
 - conducting endorsed spirometry provider assessments.
- **Research:** supporting and conducting research and research related activities such as:
 - registries.
 - clinical trials networks.
 - policy related research eg workforce needs, burden of respiratory disease.

- **Licencing:** - relating to protecting and using IP specified through contracts, confidentiality agreements, copyright including open source licensing arrangements and other relevant mechanisms.
- **Conferences:** the provision of conferences through the annual scientific meeting as well branch conferences and from time to time the hosting of international conferences which are of relevance to our members.
- **Grants:** -the administration of grants and awards in the respiratory and/or sleep field.
- **Training and education:** developing, promoting and conducting training and other events either online, via video conferencing or face-to-face and by organising speakers, locations, catering and registrations;
- **Recruitment:** recruiting staff and contractors;
- **Payments:** processing payments;
- **Complaints:** answering queries and resolving complaints; and
- **Analysis:** using aggregated information for business and member services analysis.

A note about anonymity: We are able to deal with you anonymously or pseudonymously if you make a general inquiry. However, if you wish to use our services, be involved in our activities or become a member of our organisation, it would be impracticable for us to deal with you on an anonymous or pseudonymous basis.

OUR DIRECT MARKETING ACTIVITIES: We may use your personal information (name and email address), to send you marketing materials that inform you of TSANZ services, opportunities to apply for research and other awards and upcoming conferences, events and courses offered by us directly or jointly with other organisations such as the Lung Foundation Australia (**LFA**). As we can only send such marketing materials to you if your consent is obtained beforehand, our practice is to request and obtain this consent from you and all persons that we plan to send marketing materials to when you or they:

- join up as member of TSANZ or a member of one of our partner organisations such as the LFA;
- renew membership; or
- register for an event.

OPTING OUT OF DIRECT MARKETING: If you consented to receiving marketing communications from us, we will treat it as effective and current until we are otherwise advised. You are, however, entitled to opt out of having marketing materials sent to you and may do so at any time by:

- updating your communications preferences by going to our website and updating your personal details and consents through the TSANZ member portal;
- sending a letter to The Thoracic Society of Australia and New Zealand Ltd, GPO Box 1491, Sydney, NSW 2001, Australia;
- sending an email to the TSANZ office at tsanzoffice@thoracic.org.au; or
- using the unsubscribe facility that is included our electronic communications.

DISCLOSURE OF PERSONAL INFORMATION OVERSEAS: In some circumstances we may collect, hold or disclose your personal information overseas. Here are the main situations where this occurs:

- For the purposes of organising TSANZ's Annual Scientific Meeting (**ASM**): we engage a professional conference organiser based in New Zealand called The Conference Company (TCC) and agree to provide them with the name, postal and email addresses of TSANZ members pursuant to an agreement that we have with TCC to allow them to use the information to organise the ASMs and abstracts and registration for the ASMs.
- The TSANZ New Zealand Branch members' names and email addresses may be provided to Outshine Ltd which is based in New Zealand. Outshine Ltd is contracted to manage the TSANZ New Zealand Branch ASMs. Outshine Ltd will use this information to organise the ASMs and promote them to the New Zealand based members.
- Your name, member ID, date of birth and email address may be provided to the Asia Pacific Society for Respiriology (**APSR**) (based in Japan) and their publishers Wiley & Sons Ltd (based in Singapore) for the purposes of enabling membership of APSR and receiving the member benefit of electronic access to the journal Respiriology.
- If you, as a member of TSANZ, join the European Respiratory Society (**ERS**) through TSANZ, your name, member ID, date of birth and email address may be provided to the ERS. In relation to the information provided to the ERS, we are subject to Europe's General Data Protection Regulation (**GDPR**). The TSANZ has a Memorandum of Understanding with ERS for an institutional membership for TSANZ members. All other information provided by you directly to ERS will be subject to the ERS' privacy policy;
- If you, as a member of TSANZ, join the World Association for Bronchology and Interventional Pulmonology (**WABIP**), your name, email address and country may be provided to WABIP which is based in Japan. WABIP will use these details to create a WABIP profile for you and send out WABIP membership communications to you.

In each case, our policy is to comply with the requirements of the Privacy Amendment (Enhancing Privacy Protection) Act 2012 that apply to cross border disclosures of personal information.

Below is a list of countries to which we may disclose personal information when performing our functions and activities. This list is not exhaustive as it may not include countries to which you have expressly instructed us or consented us to send your personal information.

- EU countries
- Australia
- New Zealand
- Japan

HOW WE HANDLE AND SECURE PERSONAL INFORMATION: The steps we take to secure and protect personal information include:

- safeguarding server security by using encryption, firewalls, anti-virus software and login and password protection;
- safeguarding physical security by securing office access, using lockable filing cabinets and adopting and implementing workplace policies relating to security of access and information;
- requiring our staff (permanent and temporary), directors, officers, respiratory function laboratory reviewers and consultants to sign a confidentiality agreement that is kept on file at the TSANZ office;
- protecting credit card details of individuals who pay fees using online facilities via encryption;

- deleting any credit or bank information after it has been used to pay membership fees and other payments;
- only retaining credit card or bank information with explicit consent and storing it in a locked cabinet or password protected electronic files; and
- regularly reviewing and updating our security systems, policies and processes.

Website use: While we strive to protect the information and privacy of website users, we cannot guarantee the security of information provided online and your disclosure of information over the internet is at your own risk. If you are concerned about sending information over the internet, you can provide that information by contacting us by telephone or post. You can help to protect your information by keeping your login details secret and ensuring that you log out of our website when you finish. In addition, if you become aware of any security breach, you must let us know as soon as possible.

HOW TO ACCESS AND CORRECT YOUR INFORMATION: It is our policy to provide you with access to your personal information that we hold, subject to some exceptions permitted by law. We will also generally provide such access in the manner requested (e.g. by providing photocopies or allowing a file to be viewed), provided it is reasonable and practicable to do so.

As a TSANZ member, you can readily access and correct your own information, including changing communication preferences, by visiting the members' page on the TSANZ website. If you are not a member, you can contact the TSANZ office to access or correct any information that we hold about you. We may ask you for verification of identity before processing any access or correction requests, to ensure that information held is properly protected. If you correct personal information that we hold or if we are satisfied that the personal information held is inaccurate, out of date, incomplete, irrelevant or misleading, our policy is to take reasonable steps to correct that information.

If we correct personal information that has been previously disclosed to another agency or organisation that is subject to the Privacy Amendment (Enhancing Privacy Protection) Act 2012, we will take reasonable steps to notify that entity, unless this would be impracticable or unlawful to do so.

Timeframe for access and correction requests: Except in the case of more complicated requests, we will endeavour to respond to access and correction requests within 30 days.

What if we refuse the request for access or correction? If we refuse an access or correction request, or to give access in the manner requested, we will provide a written notice setting out:

- the reasons for refusal (except to the extent that it would be unreasonable to do so); and
- the available complaint mechanisms that you can adopt in response.

WHAT HAPPENS IF THERE IS A DATA BREACH: If a data breach occurs where personal information held by us is lost or subjected to unauthorised access or disclosure or if we have reasonable grounds to believe that this is the case, and that breach is likely to

result in serious harm to any individual whose personal information is involved in that breach (**eligible data breach**), we will promptly notify:

- those individuals who are at likely risk of that serious harm; and
- the Office of the Australian Information Commissioner.

Our notification will include the following information:

- our identity and contact details;
- a description of the eligible data breach;
- the kinds of information concerned; and
- recommendations about the steps that the individual should take in response to the data breach.

Where we only have reason to suspect that there may have been an eligible data breach, we will resolve that suspicion by assessing whether an eligible data breach has occurred. This assessment will be completed within 30 calendar days after the day on which we became aware of the grounds that caused us to suspicion. If, during the course of the assessment, it becomes clear that there has been an eligible data breach, we will immediately notify the individuals and stakeholders of that data breach.

THE ROLE OF OUR PRIVACY OFFICER: The Chief Executive Officer of TSANZ is our Privacy Officer. As Privacy Officer they are responsible for:

- ensuring compliance with this privacy policy;
- conducting audits of a sample of records to check compliance with this privacy policy including confirming whether a consent is required or the appropriate consent form has been obtained;
- acting as a resource for our staff, members, directors and officers who may have questions on how to ensure compliance to this privacy policy and Privacy Laws; and
- keeping this policy up to date and publishing it on the TSANZ website.

WHAT TO DO IF YOU HAVE CONCERNS: If you have concerns about how we handle personal information, we recommend that, as a first step, you either:

- you talk to our Chief Executive Officer by telephoning 02-9222 6200;
- submit comments or complaints to: TSANZoffice@thoracic.org.au (Marked: PRIVACY); or
- write to: The Privacy Officer, TSANZ, GPO Box 1491, Sydney, NSW, 2001.

Our Privacy Officer will investigate and will provide you with a response promptly. Information received through this process will also be used to review existing systems and processes within our organisation.

If our internal avenues to address your concerns have been exhausted without a satisfactory resolution, your privacy concerns can be taken to:

- the Office of the Australian Privacy Commissioner at:

<https://www.oaic.gov.au/individuals/how-do-i-make-a-privacy-complaint> ; or

- in the case of NZ based TSANZ members, the NZ Privacy Commissioner at:

<https://www.privacy.org.nz/your-rights/how-to-complain/>

HOW WE DEAL WITH COMPLAINTS: We will endeavour to acknowledge receipt of a privacy complaint within five business days of receiving it and to complete the investigation into the complaint in a timely manner. This may include, gathering the facts, locating and reviewing relevant documents and speaking to individuals.

In most cases, we expect that complaints will be investigated, and a response provided within 30 days of receipt of a privacy complaint. If the matter is more complex, an investigation may take longer and we will contact the person who raised a complaint to inform them of when a response will be available.

Our response will set out:

- whether, in the Privacy Officer's view, there has been a breach of this privacy policy or any applicable Privacy Laws and
- what action, if any, we will take to rectify the situation.

FURTHER INFORMATION: Questions or comments about TSANZ's Privacy Policy may be directed to the TSANZ office:

- by telephone (+61) 2 9222 6200, or
- by facsimile (+61) 2 9221 0438, or
- by email: TSANZoffice@thoracic.org.au,
- by letter: The Thoracic Society of Australia & New Zealand Ltd, GPO Box 1491, Sydney NSW 2001, Australia.

Endorsed by TSANZ Board:

Authorised by: *Chief Executive Officer*

Reviewed: [] **May 2019**

Next review date: [] **May 2021**