



## Privacy and Spam Policy

### SOUTH AUSTRALIAN INDIAN MEDICAL ASSOCIATION

#### **Our Commitment**

SAIMA is committed to providing you with the highest levels of service. We recognize that your privacy is very important to you. The Privacy Amendment (Enhancing Privacy Protection) Act 2012 sets out a number of Australian Privacy Principles. Our aim is to both support and ensure that we comply with these principles. Further information on privacy in Australia may be obtained by visiting the website of the Office of the Federal Privacy Commissioner at <http://www.privacy.gov.au>.

SAIMA believes that this Privacy Policy discloses how the personal information you provide to us is collected, used, held, disclosed and disseminated.

We encourage you to check our website <http://www.saima.org.au/> regularly for any updates to our Privacy Policy.

#### **Your Personal Information**

As an association we obtain personal information about you.

Detailed below is some of the information you are requested to provide:

- Your name, Qualifications, Speciality, current addresses, telephone/mobile/fax numbers, e-mail address, AHPRA Registration number, credit card details.

#### **How We Collect Personal Information**

SAIMA collects personal information in a number of ways, including:

- directly from you, when you attend an event;
- directly from you, when you provide information through a data collection form;
- directly from you, when you provide information by phone;
- directly from you via an email or the internet.

## **How We Use Your Personal Information**

The information in this document details how we comply with the Privacy Act including:

- What is the purpose?
- Who is my information disclosed to?
- What law requires collection?
- What are the consequences?

Primarily, your personal information is used in order to provide information to you about events, educational meetings and seminars. We may also use the information that is related to the primary purpose and it is reasonable for you to expect the information to be disclosed.

From time to time, we may provide you with direct marketing material. This will include events, articles and newsletters that may be of interest to you. We may also use such information for customer/member satisfaction surveys and events such as “loyalty programs”. If, at any time, you do not wish to receive this information any further, you may [contact us](#) with this request.

We will endeavour to meet your request within 2 weeks.

We maintain a Register for those individuals not wanting direct marketing material.

If you provide inaccurate or incomplete information we may not be able to provide you with the information you are seeking.

## **When We Disclose Your Personal Information**

SAIMA will not disclose your personal information without your prior consent.

In addition, our Committee members and any outsourcing companies/contractors are obliged to respect the confidentiality of any personal information held by SAIMA.

## **How We Store and Secure Your Personal Information**

We keep your personal information in the SAIMA Membership File. These files are accessible to authorised personnel only and are appropriately secured out of hours.

Your personal information is also be held on a computer database. All computer-based information is protected through the use of access passwords. Data is backed up regularly and stored securely off site. Other measures taken are:

- Confidentiality requirements for SAIMA Committee members
- Security measures for systems access

Personal information will be treated as confidential information and sensitive information will be treated highly confidential.

## **Ensure Your Personal Information Is Correct**

SAIMA takes all reasonable precautions to ensure that the personal information we collect, use and disclose is accurate, complete and up-to-date. To ensure we can maintain this level of accuracy and completeness, we recommend that you:

- inform us of any errors in your personal information as soon as possible; and
- update us with any changes to your personal information as soon as possible.

## **Access to Your Personal Information**

You have a right to access your personal information, subject to certain exceptions allowed by law. We ask that you provide your request for access in writing (for security reasons) and we will provide you with access to that personal information. Access to the requested personal information may include:

- providing you with copies;
- providing you with the opportunity for inspection; or
- providing you with a summary.

If charges are applicable in providing access to you, we will disclose these charges to you prior to providing you with the information.

Some exceptions exist where we will not provide you with access to your personal information if:

- providing access would pose a serious threat to the life or health of a person;
- providing access would have an unreasonable impact on the privacy of others;
- the request for access is frivolous or vexatious;
- the information is related to existing or anticipated legal proceedings between us and would not be discoverable in those proceedings;
- providing access would reveal our intentions in relation to negotiations with you in such a way as to prejudice those negotiations;
- providing access would be unlawful;
- denying access is required or authorised by or under law;
- providing access would be likely to prejudice certain operations by or on behalf of an enforcement body or an enforcement body requests that access not be provided on the grounds of national security.

Should we refuse you access to your personal information, we will provide you with a written explanation for that refusal.

### **Dealing with us anonymously**

You can deal with us anonymously where it is lawful and practicable to do so. For example, if you telephone requesting our postal address.

### **Your sensitive information**

Without your consent we will not collect information about you that reveals your racial or ethnic origin, political opinions, religious or philosophical beliefs or affiliations, membership of professional or trade association, membership of a trade union, details of health, disability, sexual orientation, or criminal record.

This is subject to some exceptions including:

- the collection is required by law; and
- when the information is necessary for the establishment, exercise or defence of a legal claim.

We may only use sensitive information about you for direct marketing once we have obtained your consent.

## **Complaints Resolutions**

Please contact [SAIMA](#) if you wish to complain about any breach or potential breach of your privacy rights. Your complaint will be responded to within 7 days. If you are not satisfied with the outcome of your complaint, you are entitled to contact the Office of the Australian Information Commissioner.

## **Our Website**

SAIMA website provides links to third party websites. The use of your information by these third party sites is not within the control of SAIMA and we cannot accept responsibility for the conduct of these organisations. Other websites are not subject to our privacy standards, policies and procedures. You will need to contact or review those websites directly to ascertain their privacy stands, policies and procedures.

You may register with us to receive newsletters and other information. By doing so, your name and email address will be collected and stored on our database. We take care to ensure that the personal information you give us on our website is protected. For example, our website has electronic security systems in place, including the use of firewalls and data encryption.

If you do not wish to receive any further information from us, or you wish to update your registration details, please [email](#) your request to us. We will endeavour to meet your request within 5 working days.

Our Website utilises cookies to provide you with a better user experience. Cookies also allow us to identify your browser while you are using our site – they do not identify you. If you do not wish to receive cookies, you can instruct your web browser to refuse them.

## **Spam Act**

Spam is a generic term used to describe electronic 'junk mail'- unwanted messages sent to a person's email account or mobile phone. In Australia, spam is defined as 'unsolicited commercial electronic messages'.

'Electronic messaging' covers emails, instant messaging, SMS and other mobile phone messaging, but does not cover normal voice-to-voice communication by telephone.

SAIMA complies with the provisions of the Spam Act when sending commercial electronic messages.

Equally importantly, SAIMA makes sure that our practices are in accordance with the Australian Privacy Principles in all activities where they deal with personal information. Personal information includes our members contact details.

## **Internal Procedure for dealing with complaints**

The three key steps SAIMA follows:

- Consent: Only commercial electronic messages are sent with the addressee's consent – either express or inferred consent.
- Identify – Electronic messages will include clear and accurate information about the person and SAIMA that is responsible for sending the commercial electronic message.
- Unsubscribe – We ensure that a functional unsubscribe facility is included in all our commercial electronic messages and deal with unsubscribe requests promptly.

## **Consented to such communications**

Commercial messages will only be sent to you when you have given consent. This may be express consent – a direct indication that it is okay to send the message, or messages of that nature or inferred consent based on our business or other relationship with you and your conduct.

## **Comply with the law regarding viral messages**

SAIMA ensures that Commercial Communications that include a Forwarding Facility contain a clear recommendation that the Recipient should only forward the Commercial Communication to persons with whom they have a relationship, where that relationship means that person could be said to have consented to receiving Commercial Communications.

## **Comply with the age sensitive content of commercial communication**

Where the content of a Commercial Communications seeks to promote or inspire interaction with a product, service or event that is age sensitive, the SAIMA takes reasonable steps to ensure that such content is sent to Recipients who are legally entitled to use or participate in the product service or event.

## **Contact Details**

### **SAIMA – SOUTH AUSTRALIAN INDIAN MEDICAL ASSOCIATION**

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