



Privacy Policy

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1. Our commitment to privacy

Your privacy is a top priority for us.

When dealing with your personal information we observe our obligations under the Privacy Act 1988 (Cth) and comply with the Australian Privacy Principles, as well other relevant State legislation.

This policy sets out how we will collect, use, store, disclose and de-identify your personal information.

2. The types of information we collect

The types of personal information we collect include:

- Contact details (name, address, professional information, telephone numbers, email, etc); and
- Demographic information (gender, date of birth etc.)
- Professional Information (Qualifications, Specialty, Continuing Professional Development etc.)
- Activities (Participation in ADA activities and events)

The types of sensitive information it collects include records of communication between us, which may include from time to time, information you provide us or we collect from others. This includes, but is not limited to, the following types of information:

- ADA membership status and practice information;
- Personal financial information;
- Personal credit card data; and
- Any idiosyncratic or personal formation we obtain from you or others about you.

3. Why we collect private information about you

The Australian Dental Association is a membership organisation of dentists and dentist students which aims to encourage the improvement of the oral health of the public and the promotion of the art and science of dentistry.

The ADA is a peak professional body, which means we embark on the delivery of a range of services and projects to members and to the promotion of dental health and services throughout Australia, funding of research into dentistry and oral disease, providing professional and student grants and engaging with the Federal Government better address the delivery of dental care.

We collect information about members and others which enables us to communicate with them, introduce them to our organisation and inform them of the work we do.

We do not use the information in any way other than in the furtherance of our objects and purposes.

We might also use your information for the following purposes:

- For the immediate reason for which you have provided it to us (for example, to enable the ADA to process your request, payment, registration, subscription, access to or delivery of service etc);
- To maintain contact with you about ADA's work, to report to you about ADA's work, or to encourage you to learn about what the ADA does; and
- Any other purpose directly related to our work and for which you have provided consent (where it is reasonably required by law).
- We don't rent, sell or exchange your information. The types of organisations to whom we normally disclose your personal information include: Mailing houses for delivery of ADA or other dentally related publications to you
- Entities engaged by ADA to undertake surveys or to collect practice or other data from you on our behalf
- Approved organisations such as sponsors or partners for the purpose of promoting products for which the ADA is directly affiliated.

We take all reasonable steps to ensure that these organisations are in turn bound by confidentiality and privacy obligations when handling your personal information.

If you don't want your personal information disclosed to another organisation, please inform the ADA at either the time we collect your information or any later time.

Sometimes we may be legally required to disclose your information, for example, to government departments. Such information would only be disclosed if legally obligated to do so.

We may also sometimes share non-personal, non-sensitive and de-identified information with research organisations.

4. How we collect your information

The ADA may collect information from you either directly or from third parties. Information we collect from third parties may be by formal or informal means.

Where we collect information from third parties and it is not personal information that is contained in a Commonwealth record, we will take reasonable steps to destroy or de-identify the information as required by law.

We collect personal information about supporters, donors, volunteers, employees, contractors and visitors to our events.

We collect your information in the following ways:

- Face to face contact;
- Electronically including through our website and online surveys;
- Via social media messages or conversation;
- During phone calls;
- Voice or image recordings;
- Whilst delivering and administering services at our facilities; and
- From forms, coupons and other correspondence (both in writing and electronically).

5. How we use your information

We only use your personal and sensitive information for the reason we collect it as set out above and for the purpose(s) for which it was collected, or as otherwise permitted by law.

We will not disclose the above information that we collect to affiliates without your consent.

6. Accessing and correcting your personal information

You can access your information by asking us or accessing your details through the ADA member site using your confidential log in and password. Occasionally, we may need to refuse your request to access information, for example, where granting you access would infringe someone else's privacy.

When you request access, we will ask you to provide some form of identification so that we can ensure that you are the person to whom the information relates.

In some cases, we may also ask you to pay a reasonable fee to cover the cost of access.

If you have a question about this privacy policy or want to access your personal information you can contact the ADA membership team on 02 8825 3333 or alternatively send an email to ceo@ada.org.au.

We will aim to respond to you within 28 days of receiving your request. If we're not able to help with your request, you will receive a written explanation as to why.

7. Complaints about a breach of your privacy

If you are concerned about how we have collected or managed your personal information we request you follow them procedure set out below;

1. Contact the ADA Privacy Officer, who will be the Chief Executive Officer, reachable on 02 8815 3333 or ceo@ada.org.au
2. Complete the Complaints Form which is available at as below

3. Alternatively you may submit your Complaint Form to the CEO at ceo@ada.org.au or 02 8815 3333. In order to effectively address your complaint, we may request further information from you about your complaint and the reasons behind the submission.
4. After we receive all the information we need from you, allow us approximately 28 days to address your complaint.

If you're not satisfied with how we have handled your complaint you can also contact the Office of the Australian Information Commissioner (OAIC) on www.oaic.gov.au

The OAIC is a government body independent of us. It has the power to investigate complaints about possible interference with your privacy.

8. Securing your information

At the ADA we take reasonable steps to ensure the security of personal and sensitive information we hold and to protect it against loss, misuse or unauthorised access, destruction, use, modification or disclosure.

Our IT systems are password protected and comply with applicable security standards. Only authorised personnel are permitted to access these details.

It is our policy to:

- Permanently de-identify personal information where reasonable and possible; and
- Destroy personal information once there is no longer a legal or business need for us to retain it.

9. Anonymity

It is your right to be dealt with anonymously, provided that is it lawful and practicable.

We will try to accommodate a request for anonymity wherever possible; however we note that in some circumstances, this may prevent us from practically and effectively communicating with you. If this is the case we will notify you.

10. Cookies and links to other websites

Cookies

When you visit this website a record of your visit is logged. The following data is supplied by your browser:

- Your IP address and/or domain name;
- Your operating system (type of browser and platform);
- The date, time and length of your visit to the website; and
- The resources you accessed and the documents you downloaded.

This information is used to compile statistical information about the use of our website.

It is not used for any other purpose. If you do not want 'cookies' to be used please adjust your browser settings to disable them.

Links to other websites

Our website may contain links to third party websites, and third party websites may also have links to our website.

The ADA Privacy Policy does not apply to external links or other websites. The operators of other websites may collect your personal information.

We encourage you to read the privacy policies of any website you link to from our website.

Complaint Form: Part A – Applicant details

Information for Applicants

Complaints should only be lodged by a complainant in writing if you have been unable to resolve your issue or concern informally.

- You will receive acknowledgment of your lodged complaint within three (3) business days of the Australian Dental Association having received your complaint/appeal.
- We may ask you for further information in relation to your complaint.
- The Australian Dental Association will endeavour to resolve your complaint within a reasonable timeframe usually twenty eight (28) business days upon receipt of the written complaint and all further information in relation to it or as soon as practicable. However, in some cases, particularly if the matter is complex the resolution may take longer.
- Applicants may be asked to provide additional information to support their complaint.
- Please complete all fields on this form.
- Please submit this form to ceo@ada.org.au

Personal details

Title First name Last name Date of Birth

Gender Female Male Home Phone Mobile

Home Address

Street Suburb

State/Territory Postcode Country

Postal Address *(if different from home address)*

Street Suburb

State/Territory Postcode Country

Complaint Form: Part B – Complaint Details



Please provide details of the nature of your involvement with Australian Dental Association:

Details of your complaint: *(If necessary attach an extra page to outline the details. Any supporting documentation should also be provided - copies required only)*

Does your complaint involve behaviour by a particular staff member of Australian Dental Association? If so please provide the name of the staff member involved and any information about the staff member's involvement:

Yes No Name of Staff Member

Nature of involvement:

Please provide details regarding how the complaint has affected you:

Please provide details in relation to how you became aware of the complaint:

Complaint Form: Part B – Complaint Details



Does your complaint require urgent attention?

Yes No

Have you lodged a complaint about this issue before?

Yes No If yes, when

Have you reported your complaint to any other agency?

Yes No If yes, whom

What is your expected outcome?

Please provide the contact number and time to contact you regarding the complaint:

Email: ceo@ada.org.au

Telephone: 02 9906 4412

ada.org.au