Australian Resuscitation Council

Privacy Policy

AUSTRALIAN RESUSCITATION COUNCIL PRIVACY STATEMENT

Personal Information

The Australian Government website provides detailed information on the Rights and responsibilities with respect to Privacy Law on webpage:https://www.oaic.gov.au/privacy-law/rights-andresponsibilities

The Australian Resuscitation Council Collect the following information;

Provider Course Candidates (e.g. ALS1 and ALS2):

- Name (Family and Given name(s))
- ARPRA Number (where individual registered with AHPRA)
- Email address contact
- Professional Role
- Role title
- Professional College identification when required

- Date(s) of Courses attended that are facilitated or approved by The Australian Resuscitation Council
- Website access details

Instructor Course Candidates

- As Provider Course candidates
- Postal address
- Contact phone number
- List of other courses/relevant qualifications (e.g. instructing in EMST, APLS, EMAC) • Partner (International) Resuscitation Council credentials

Instructors and Instructors in development:

- As Instructor Course Candidates
- RC(UK), ERC or NZRC Instructor registration details

The Australian Resuscitation Council does not sell, rent or lease its personal details to third parties.

Privacy Policy

The Australian Resuscitation Council ABN 73 708 281 96 respects the privacy of all individuals ("The Australian Resuscitation Council" "us" "we" and "our") and recognises the importance of protecting personal information. We are bound by the *Privacy Act 1988* (Cth) and the Australian Privacy Principles ("APPs").

This Privacy Policy sets out how we comply with the APPs. In particular, it sets out how we collect, use, disclose, dispose and otherwise deal with personal information which we may collect from you or which we may collect about you from third parties.

By providing us with your personal information, you consent and agree to the privacy policy of

Australian Resuscitation Council as set out herein.

Purpose

The purpose of this privacy policy is to:

- clearly communicate the personal information handling practices of The Australian Resuscitation Council
- enhance the transparency of The Australian Resuscitation Council operations, and
- give individuals a better and more complete understanding of the sort of personal information that The Australian Resuscitation Council holds, and the way we handle that information.

Scope

This policy and procedure applies to all course centres, instructors, developing instructors, candidates, employees, Learning Management System online users, and all other stakeholders.

The Privacy Act and this Privacy Policy do not apply to acts or practices which directly relate to employee records of The Australian Resuscitation Council's current and former employees.

Definitions

"**Online users**" means anyone that accesses the The Australian Resuscitation Council Learning Management System Software.

"**Personal information**" is as defined by the *Privacy Act 1988* (as amended) is information or an opinion about an identified individual, or an individual who is reasonably identifiable, whether true or not, and whether recorded in a material form or not.

"**Sensitive information**" is as defined by the *Privacy Act 1988* (as amended) is information or opinion (that is also personal information) about an individual's racial or ethnic origin, political opinions, membership of a political association, religious beliefs or affiliations, philosophical beliefs, membership of a professional or trade association, membership of a trade union, sexual preferences or practices or criminal record or health, genetic, biometric information or biometric templates, that is also personal information.

The Australian Resuscitation Council do not collect information about an instructor, developing instructor or candidate racial or ethnic origin, political opinions, membership of a political association, religious beliefs or affiliations, philosophical beliefs, membership of a professional or trade association, membership of a trade union, sexual preferences or practices or, genetic, biometric information or biometric templates, or criminal record and health.

The Australian Resuscitation Council may collect sensitive information on employees.

Our Personal Information Handling Practices

This section explains our general information handling practices across The Australian Resuscitation Council including information about how we collect, use, disclose and store your personal information.

Our obligations under the Privacy Act

This Privacy Policy sets out how we comply with our obligations under the Privacy Act. We are bound by the APPs in the Privacy Act, which regulates how organisations may collect, use, disclose and store personal information, and how individuals may access and correct personal information held about them. Where required, we will obtain your consent as applicable prior to collecting, using and/or sharing your information.

If you do not provide consent and/or you withdraw your consent at a later date, we may not be able to provide the services you require.

The Australian Resuscitation Council Instructors, Developing Instructors and Candidates

Kind of information collected may include:

- contact details (name, email address, postal address, contact phone number etc.)
- personal details including: publicly available AHPRA number and dietary requirements
- information on profession, ARC qualifications / training

How the information is collected:

- registration via course centre (e.g. course centre upload/direct entry, course results)
- online registration
- telephone
- during consultations/meetings/activities
- upload of candidate, or course centre data

Purpose for which The Australian Resuscitation Council uses the information:

- to provide The Australian Resuscitation Council course services
- to provide course centres with the most appropriate services for their needs
- to comply with legal obligations
- to produce de-identified materials
- permit credentialing of individuals to enable the opportunity for recertification courses and instructor development

The Australian Resuscitation Council Course Centres

Types of information collected may include:

- contact person's name, the name of the organisation which employs the person, telephone numbers, fax number, street and postal address, email address and position title
- contact details of individual or group with organisational authority to conduct fiscal duties and responsibilities
- Australian Business Number (ABN)

How the information is collected:

- communications, email, course applications and course centre upload/direct entry
- online registration
- telephone

Purpose for which The Australian Resuscitation Council uses the information:

- to provide The Australian Resuscitation Council services
- to pay for services
- to establish and manage partnerships

to offer and receive services from you or the organisation which employs you or the approved Australian Resuscitation Council course centre

- to manage The Australian Resuscitation Council 's relationship with the course centres or any other business partner
- to provide information about The Australian Resuscitation Council services
- to credential individuals for Australian Resuscitation Council Course purposes
- to credential individuals with international partners and other International

Resuscitation Councils where appropriate

The Australian Resuscitation Council People

Australian Resuscitation Council People include employees, delegates, volunteers, and candidates for prospective employment

Type of information collected may include:

- contact details (name, address, telephone numbers, email etc.)
- personal details including personal details of emergency contact person(s)
- date of birth
- country of birth, citizenship, residency and/or visa details
- details of current/previous employment or volunteer involvement
- skills and experience
- languages spoken and written
- qualifications, drivers licence details
- information and opinions from referees for prospective employees and candidates for volunteer work
- in some situations, it is necessary for The Australian Resuscitation Council to collect or receive information about an individual's health. In this circumstance, The Australian Resuscitation Council will advise why the information is being collected and whether and to whom it will be released.

Purpose for which The Australian Resuscitation Council uses the information:

- to provide The Australian Resuscitation Council services

- to process an application to become an employee of our organisation
- to assist with services whilst an individual is employed with The Australian Resuscitation Council
- to provide feedback on performance as an employee
- to meet legislative responsibilities to all employees
- to obtain feedback from individuals about their experiences
- to assist The Australian Resuscitation Council to review and improve its services to keep individuals informed about The Australian Resuscitation Council developments and opportunities
- to provide information about The Australian Resuscitation Council services
- to facilitate further involvements with The Australian Resuscitation Council

Online Users

To the extent that this Privacy Policy applies to online privacy issues, it is to be read as forming part of the terms and conditions of use for the The Australian Resuscitation Council website.

Type of information collected:

- contact details (name, email address, telephone numbers etc.)
- non-personal information e.g. visitor navigation and statistics
- server address, browser type, date and time of visit
- confirmation of completion of course learning
- personal information

Purpose for which The Australian Resuscitation Council uses the information:

- to analyse website usage and make improvements to the website

- to analyse website usage and make improvements to the LMS
- The Australian Resuscitation Council does not match the personal information collected with the non-personal information

Additional Information

The website may from time to time contain links to other websites. The Australian Resuscitation

Council stresses that when an online user accesses a website that is not The Australian Resuscitation Council website, it may have a different privacy policy. To verify how that website collects and uses information, the user should check that particular website's policy.

There is also information about your computer hardware and software that is automatically collected when accessing the LMS or websites. This information can include: your IP address, browser type, domain names, access times and referring Web site addresses.

Web sites often use "cookies" to help your online experience. A cookie is a small text file that is placed in your browser memory by a web page server. Cookies cannot be used to run programs on your device. Cookies are usually uniquely assigned to you, and can only be read by a web server in the domain that issued the cookie. One of the primary purposes of cookies is to provide a convenience feature to save you time. The purpose of a cookie is to tell the Web server that you have returned to a specific page. For example, if you personalise web or LMS pages, or register for services, a cookie helps a website to recall your specific information on subsequent visits. This often simplifies the process of recording your personal information.

You have the ability to block, accept or decline cookies. Many browsers automatically accept cookies, when initiated and you can modify your browser setting to filter or decline cookies if you prefer.

How We Collect Information

Where possible, we collect your personal (and if required sensitive information) directly from you or via approved Australian Resuscitation Council Course Centres. Collection of information is conducted using various means including (but not limited to) hard copy forms, on-line/soft copy forms, course centre upload, telephone and in-person communications and questionnaires.

If you feel that the information that we are requesting, either on our forms or in our discussions with you, is not information that you wish to provide, please feel free to raise this with us. Contact may be made directly via email at: arc@surgeons.org

In some situations, we may also gain personal information about you from a third party source. If we collect information about you in this way, we will take reasonable steps to contact you and ensure that you are aware of the purposes for which we are collecting your personal information and the organisations to which we may disclose your information, subject to any exceptions under the Act.

The approved Australian Resuscitation Course Centres are required to include candidate details including email address, professional role and AHPRA number (where available) for confirmation of identity purposes and potential future credentialing.

Use and disclosure of Personal Information

We only use personal information for the purposes for which it was given to us, or for purposes that are related to one of our functions or activities.

For the purposes referred to in this Privacy Policy (discussed above under '*Collection of Personal and Sensitive Information*'), we may also disclose your personal information to other external organisations including:

The Australian Resuscitation Council Approved Course Centres

- International partner resuscitation councils when required on an individual case by case basis
- Regulatory bodies, such as Workplace Health and Safety Qld
- Referees and former employers of The Australian Resuscitation Council employees, and applicants to The Australian Resuscitation Council as an employee; and
- Our professional advisors, which may include our accountants, auditors and lawyers

when required.

Except as set out above, The Australian Resuscitation Council will not disclose an individual's personal information to a third party unless one of the following applies:

- the individual has consented
- the individual would reasonably expect us to use or give that information for another purpose related to the purpose for which it was collected (or in the case of sensitive information – directly related to the purpose for which it was collected)
- it is otherwise required or authorised by law
- it will prevent or lessen a serious threat to somebody's life, health or safety or to public health or safety
- it is reasonably necessary for us to take appropriate action in relation to suspected unlawful activity, or misconduct of a serious nature that relates to our functions or activities
- it is reasonably necessary to assist in locating a missing person
- it is reasonably necessary to establish, exercise or defend a claim at law
- it is reasonably necessary for a confidential dispute resolution process
- it is necessary for the management, funding or monitoring of a health service relevant to public health or public safety
- it is necessary for research or the compilation or analysis of statistics relevant to public health or public safety
- it is reasonably necessary for the enforcement of a law conducted by an enforcement body.

Security of Personal and Sensitive Information

The Australian Resuscitation Council takes reasonable steps to protect the personal and sensitive information we hold against misuse, interference, loss, unauthorised access, modification and

disclosure.

These steps include password protection for accessing our online systems, securing paper files in locked cabinets and physical access restrictions. Only authorised personnel are permitted to access these details.

When the personal information is no longer required, it is destroyed in a secure manner, or deleted according to legislative requirements.

Access to and correction of personal information

If an individual requests access to the personal information we hold about them or requests that we change that personal information, we will allow access or make the changes unless we consider that there is a sound reason under the Privacy Act or other relevant law to withhold the information, or not make the changes.

Requests for access and/or correction should be made to the relevant service (details of which are set out below). For security reasons, you will be required to put your request in writing and provide proof of your identity. This is necessary to ensure that personal information is provided only to the correct individuals and that the privacy of others is not undermined.

In the first instance, The Australian Resuscitation Council will generally provide a summary of the information held about the individual. It will be assumed (unless told otherwise) that the request relates to current records. These current records will include personal information which is included in The Australian Resuscitation Council databases and in paper files, and which may be used on a dayto-day basis.

We will provide access by allowing you to inspect, take notes or print outs of personal information that we hold about you. If personal information (for example, your name and address details) is duplicated across different databases, The Australian Resuscitation Council will generally provide one copy or printout of this information, rather than multiple. We will take all reasonable steps to provide access or the information requested within 14 days of your request. In situations where the

request is complicated or requires access to a large volume of information, we will take all reasonable steps to provide access to the information requested within 30 days.

The Australian Resuscitation Council may charge you reasonable fees to reimburse us for the cost we incur relating to your request for access to information, including in relation to photocopying and delivery cost of information stored off site.

If an individual is able to establish that personal information The Australian Resuscitation Council holds about her/him is not accurate, complete or up to date, The Australian Resuscitation Council will take reasonable steps to correct our records.

Access will be denied if:

- the request does not relate to the personal information of the person making the request;
- providing access would pose a serious threat to the life, health or safety of a person or to public health or public safety;
- providing access would create an unreasonable impact on the privacy of others;
- the request is frivolous and vexatious;
- the request relates to existing or anticipated legal proceedings;
- providing access would prejudice negotiations with the individual making the request;
- access would be unlawful;
- denial of access is authorised or required by law;
- access would prejudice law enforcement activities;
- access would prejudice an action in relation to suspected unlawful activity, or misconduct of a serious nature relating to the functions or activities of The Australian Resuscitation Council
- access discloses a 'commercially sensitive' decision making process or information; or
- any other reason that is provided for in the APP's or in the Privacy Act.

If we deny access to information we will set our reasons for denying access. Where there is a dispute about your right of access to information or forms of access, this will be dealt with in accordance with the complaints procedure set out below.

Complaints Procedure

If you have provided us with personal and sensitive information, or we have collected and hold your personal and sensitive information, you have a right to make a complaint and have it investigated and dealt with under this complaints procedure.

If you have a complaint about The Australian Resuscitation Council privacy practices or our handling of your personal and sensitive information please contact your relevant service provider (details of which are set out at the end of this document). All complaints will be logged.

A privacy complaint relates to any concern that you may have regarding The Australian Resuscitation Council privacy practices or our handling of your personal and sensitive information. This could include matters such as how your information is collected or stored, how your information is used or disclosed or how access is provided to your personal and sensitive information.

The goal of this policy is to achieve an effective resolution of your complaint within a reasonable timeframe, usually 30 days or as soon as practicable.

However, in some cases, particularly if the matter is complex, the resolution may take longer.

Once the complaint has been made, we will try to resolve the matter in a number of ways such as:

Request for further information: We may request further information from you. You should be prepared to provide us with as much information as possible, including details of any relevant dates and documentation. This will enable us to investigate the complaint and determine an appropriate solution. All details provided will be kept confidential.

- Discuss options: We will discuss options for resolution with you and if you have suggestions about how the matter might be resolved you should raise these with your

service provider.

- Investigation: Where necessary, the complaint will be investigated. We will try to do so within a reasonable time frame. It may be necessary to contact others in order to proceed with the investigation. This may be necessary in order to progress your complaint.
- Conduct of our employees: If your complaint involves the conduct of our employees we will raise the matter with the employee concerned and seek their comment and input in the resolution of the complaint.
- The complaint is substantiated: If your complaint is found to be substantiated, you will be informed of this finding. We will then take appropriate agreed steps to resolve the complaint, address your concerns and prevent the problem from recurring.
- If the complaint is not substantiated, or cannot be resolved to your satisfaction, but this Privacy Policy has been followed, The Australian Resuscitation Council may decide to refer the issue to an appropriate intermediary. For example, this may mean an appropriately qualified lawyer or an agreed third party, to act as a mediator.
- At the conclusion of the complaint, if you are still not satisfied with the outcome you are free to take your complaint to the Office of the Australian Information Commissioner at www.oaic.gov.au.

We will keep a record of your complaint and the outcome.

We are unable to deal with anonymous complaints. This is because we are unable to investigate and follow-up such complaints. However, in the event that an anonymous complaint is received we will note the issues raised and, where appropriate, try and investigate and resolve them appropriately.

Changes to this Privacy Policy

The Australian Resuscitation Council reserves the right to review, amend and/or update this policy from time to time.

We aim to comply with the APPs and other privacy requirements required to be observed under State or Commonwealth Government contracts.

If further privacy legislation and/or self-regulatory codes are introduced or our Privacy Policy is updated, we will summarise any substantial modifications or enhancements in this section of our Privacy Policy.

How to contact us

Individuals can obtain further information in relation to this privacy policy, or provide any comments, by contacting us.