



# NHAA Website Privacy Policy

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## **NHAA Website Privacy Policy**

The Naturopaths and Herbalists Association of Australia (the NHAA) deals with information privacy in accordance with the Privacy Act 1988 (Commonwealth) and the Australian Privacy Principles (APPs) set out in the Privacy Act. We also comply with the Spam Act 2003 (Commonwealth) which imposes restrictions on sending emails and other types of commercial electronic messages.

The NHAA may at any time change this Privacy Policy. The amended policy will apply between us, whether or not we have given you specific notice of any change. We recommend you check the NHAA website regularly to ensure that you are aware of our current Privacy Policy.

## **What kinds of personal information does the NHAA collect and hold?**

We collect and hold:

- Your contact details, such as clinic address, home address, telephone numbers and email address.
- Your personal details, such as date and place of birth, gender, qualifications, languages you speak, and continuing professional development.
- Your practice details, such as your practising history.
- Your membership information, such as your membership history, first aid qualifications, and continuing professional development.
- Your browsing history on the NHAA website.
- Records of your communications and other interactions with the NHAA.

In this Privacy Policy we refer to the above as your Personal Information.

## **How does the NHAA collect and hold your Personal Information?**

We generally collect your Personal Information directly from you, including when you use the NHAA website.

## **What are the purposes for which the NHAA collects and holds your Personal Information?**

We collect and hold your Personal Information to:

- Fulfil our role as a professional association including:
  - maintaining membership records
  - processing membership applications
  - providing contact and general practising information to the public regarding practitioners
  - promoting NHAA members and the professional services members provide.
  - providing members with information and publications relevant to the professions of naturopathy and Western Herbal Medicine in Australia (the Profession)
  - providing information on programs, products, services, employment opportunities, courses and benefits available to members and the public
  - communicating regarding an enquiry, request for information or use of our services
  - providing public representation relevant to members or the Profession, including to governments and health funds
- Analyse your interaction with our personal and electronic services. The information collected from you may be analysed individually and/or aggregated with the information relating to other members to produce statistical information. Insights from this process are used to select and optimise the information, services, and advertising we provide to you.
- Use information and/ or provide information to third parties as authorised or required by law.

### **Use and disclosure of your Personal Information**

We do not use your Personal Information or disclose it to third parties unless:

- it is reasonably necessary for one of the purposes described above
- having regard to the nature of the information or the circumstances of collection we believe you would expect us to use the information or make the disclosure
- required or authorised by law, court, or tribunal
- it is necessary to protect the rights, property, health or personal safety of a member, the public, or our interests, and it is unreasonable or impracticable to obtain your consent
- we have reason to suspect that unlawful activity, or misconduct of a serious nature, that relates to our functions or activities has been, is being, or may be engaged in, and we believe that the collection, use, or disclosure is necessary for us to take appropriate action
- it is necessary to obtain third party services, for example, to carry out data analysis or provide information processing services. The use of your information by third parties is strictly controlled
- it is for a purpose expressly permitted under the Privacy Act

- you have provided your consent.

Find a Practitioner profiles are public by default, and you consent to your Personal Information in your profile being made available to the public, including through publicly available search engines.

### **Storage and security of Personal Information**

We take reasonable precautions to protect the Personal Information we hold from misuse, loss, unauthorised access, modification, or disclosure.

Where practicable we implement measures that require third parties to whom disclosure is made to comply with the Privacy Act.

You can also assist the NHAA in keeping your Personal Information secure by maintaining the confidentiality of your account password and notifying us immediately if there is any unauthorised use of your account by another internet user, or any other breach of security relating to your account.

### **Cookies**

We may collect Personal Information through software such as cookies. A cookie is a text-only string of information that a website transfers to the cookie file of the browser on the hard disk of a user's computer so that the website can remember that user. Without cookies, websites and their servers have no memory; a cookie facilitates a user's passage through a website.

### **Rights to access and correction of your Personal Information**

You have the right to access your Personal Information unless we are permitted by law to withhold that information. You also have the right to request the correction of any of your Personal Information which is inaccurate. You can change, update, or clear your profile including your Find a Practitioner profile at any time, by logging into your account.

In some circumstances it may be appropriate and lawful for us to deny access, including if providing access would be unlawful or if denying access is required or authorised under Australian law or an order of a court or tribunal.

### **Policy Complaints and Enquiries**

If you have any queries or complaints about our Privacy Policy you can contact us at: [nhaa@nhaa.org.au](mailto:nhaa@nhaa.org.au)

March 2022