

Introduction

This Policy details the Neurodevelopmental and Behavioural Paediatric Society of Australasia (NBPSA; the Society) Privacy Policy and related information handling practices and gives guidelines for access to any personal information retained by the Society, particularly in relation to its members. This includes information collected in relation to the NBPSA website and platforms.

NBPSA is committed to ensuring the privacy of individuals, in accordance with applicable privacy principles, such as the Australian Privacy Principles set out in the *Australian Privacy Act 1988* and the Information Privacy Principles contained in the *New Zealand Privacy Act 2020*, and the *EU General Data Protection Regulation*.

When information is collected directly from individuals, NBPSA may provide further relevant privacy information to the individual at the point of collection, in which case, such information should be read in conjunction with this Policy.

This Policy encompasses requests for personal information that are explicitly considered in NBPSA privacy statements and consent to release forms, as well as other personal information.

1. Why do we collect personal information?

NBPSA routinely collects personal information about individuals and those persons who use, access, provide or participate in the Society's services, events and activities.

The collection of this information enables NBPSA to effectively carry out its principal roles as a membership organisation. This will include providing information and activities supporting member Continuing Professional Development (CPD), procuring goods and services from suppliers and generally interacting with third parties. The Society will also contact individuals and ensure access to member services and communications.

2. What personal information do we collect?

NBPSA may collect personal, and sensitive information about members, suppliers, conference delegates, NBPSA Contractors and other individuals who interact with the Society.

The information NBPSA collects about individuals includes name, address, contact details, financial records and other information relevant to their relationship to NBPSA functions and activities.

Except where it is unreasonable or impracticable to do so or where it occurs with an individual's permission, NBPSA will collect this information only from the individual concerned. In addition, unless permitted or required to do so by law, NBPSA will not collect sensitive information about an individual without their consent.

The full details of personal information that the Society collects can be found in the questions the Society asks, and in the forms individuals complete when dealing with the NBPSA, its agents and contractors.

A NBPSA Contractor will be designated as the Society's Privacy Officer. NBPSA will ensure that this person is appropriately trained in privacy legislation and can act as the primary Society source of information regarding privacy matters.

3. How is personal information collected?

Ordinarily, personal information will be collected from an individual directly, either in person, by telephone, in writing or via the internet.

However, in some situations the Society may need to collect personal information about an individual from a third party such as:

- the Society's contracted staff or service providers that provide goods or administrative or other services in connection with the activities of the Society;
- entities and institutions who provide services or undertake activities in conjunction with, or in association with, the Society;
- regulatory authorities and bodies, professional or specialist societies and associations, hospitals and health centres; and,
- an individual's agent (with an individual's authority).

If the Society needs to collect personal information about you from a third party not mentioned in this Policy, then the Society will first endeavour to obtain your consent. If that is not practicable then the Society will only obtain personal information from a third party if it is necessary for us to perform our functions or comply with applicable laws. In any event, the Society will inform you about such third-party personal information and only use that information in accordance with this Policy.

Where the Society receives personal information about you, which was not solicited, then that information will be dealt with in accordance with this Policy and applicable Privacy Principles.

The main points at which personal information is collected include, but are not limited to:

- on joining NBPSA as member;
- on applying to and joining NBPSA as a contractor or as a member of Board or other NBPSA entity;
- on registering for NBPSA events such as a, conferences and webinars; and,
- on visiting NBPSA's website.

4. How is personal information used?

NBPSA will only collect information needed for a particular function or activity. The information collected will depend on the individual's relationship with the Society. NBPSA will use personal information to carry out its functions and activities. Functions and activities of the Society include, but are not limited to:

- provide membership services and benefits and maintain associated records;
- assist, support, provide and improve NBPSA events and educational activities;
- inform members of opportunities to participate and support Society activities;
- enable planning, policy and service development and to market, advertise and promote the Society;
- provide a workplace and environment free from discrimination, bullying and sexual harassment;
- effectively operate a complaints resolution process;
- implement, monitor and maintain quality assurance processes and systems, as well as processes and systems concerning regulatory matters, registrations, audits, risk and claims management (including dealings with insurers);
- procure funding, donations or other support for the activities of the Society;
- enable internal administration, training and reviews of processes;
- provide or undertake any of the other activities referred to in this Policy; and
- conduct research or facilitate surveys for purposes related to the Society or the above activities.

Information may also be used for secondary purposes which directly relate to the primary purpose of collection or any other purpose which is authorised by the individual, or which is required or authorised by law.

NBPSA may also make ancillary use of your personal information for purposes other than those described above where an individual would reasonably expect the Society to use such information.

5. How is personal information disclosed?

NBPSA will share personal information amongst its contractors, officers, committees and bodies where appropriate to better achieve the Society's primary, secondary or ancillary purpose.

From time to time, NBPSA may disclose your personal information to certain third parties. If the Society does this, it will require the third party to protect your personal information in the same way and to the same standards as the Society.

The types of third parties to whom your personal information may be disclosed includes, but is not limited to:

- providers of goods and services to the Society;
- entities and institutions who provide services or undertake activities in conjunction with or in association with the Society;
- regulatory authorities and bodies and government departments and agencies;
- where the Society collects an individual's information from someone else, or another entity, to that person or entity;
- where the law requires or permits the Society to do so;
- an individual's agent (with an individual's authority); and
- to assist with mail-outs to members.

Information supplied in such circumstances is disclosed to suppliers for the contracted purpose. Failure by the third party to act in accordance with this policy and other contractual and legal obligations may result in termination of the relationship with NBPSA. NBPSA takes no responsibility or incurs any liability for the errors or omissions of third parties

All specific requests for information from a third party will be documented.

5.1 Overseas disclosures

In certain situations, NBPSA may disclose your personal information to organisations based overseas, countries include:

- Australia (if an individual is based in New Zealand or outside Australia).
- New Zealand (if an individual is based in Australia or outside Australia); or
- any other country in which the Society's members may be located.

NBPSA will take reasonable steps to ensure that receipting organisations will abide by Australian or New Zealand privacy laws, as applicable, when dealing with personal information.

5.2 NBPSA website and publications

The software used by NBPSA in connection with the NBPSA website and web-based services may record (amongst other things):

- unique visitors and sessions;
- requested pages, downloads, search terms used, posted forms, status and errors, hits and bytes downloaded per directory, file, and file type;
- entrance pages, exit pages, click paths, click to and click from and length of session;
- domains, countries and IP addresses; and
- browsers, platforms and bots.

The statistics are de-identified at the time of recording. This information is used for administrative purposes, including to improve and assess services, and to monitor usage and patterns to improve navigation and design features – helping users to get information more easily.

NBPSA sites use cookies to manage login and logout.

The Society's Privacy Policy is displayed on the NBPSA website.

NBPSA may use sound and image recordings (including photographs) in the production of educational and promotional material for NBPSA purposes. Such material may be published, either in electronic media (including our website) or in hard copy publications. NBPSA officers or contractors may also take image recordings of attendees at NBPSA events, which may be published on the NBPSA website or other media.

5.3 Direct marketing

NBPSA may use or disclose personal information for the purposes of direct marketing from the Society or its stakeholders unless an individual has expressly requested otherwise.

Personal information will only be disclosed to third parties for the purpose of direct marketing where the Society believes that such marketing materials will or may be of interest to people like the individual recipient.

In the ordinary course, broadcast emails will be sent as 'blind copies', i.e. with undisclosed recipients.

An individual may ask to be excluded from such direct marketing by contacting the Administration Officer at: admin@nbpsa.org.

6. Special uses and disclosures

This clause sets out additional provisions for which your personal information may be collected, used or disclosed by NBPSA. It is in addition to all other provisions in the Policy.

6.1 NBPSA members generally

Without limiting the scope as defined through other sections of this Policy, personal information about NBPSA members is used to conduct Society business. Information may, without limitation, be disclosed to Society contractors, Board, committees and bodies, external suppliers, and societies and associations of which the individual is a member.

6.2 Public enquiries

Personal information will not be disclosed to a member of the public without written consent, unless required by law. Members of the public include spouses, family and colleagues.

Members may elect to have their practice details promoted through the "Find a Specialist" service on the NBPSA website. By selecting the "Find a Specialist" box on their electronic membership details form, members agree to have their practice details disclosed to the public.

From time to time, applicants for membership of the Society seek assistance in identifying members who may be able to nominate or second their application. By selecting the "agrees to be a nominator" box on the electronic membership details form, members agree to have their name and contact details disclosed to membership applicants.

6.3 Information requests from members regarding other members

Requests for the names, practice addresses (and practice / business email addresses) of members may be provided to fellow members. NBPSA can also confirm that a person is a member of the Society. Any other information about a member will not be provided without their permission (unless required or authorised by law).

In response to a request for information the NBPSA may pursue one of two options (although it is not obliged to do so):

- The Society may elect to contact the member and advise them that information is being requested about them and seek their express consent to release it; or
- The Society may elect to obtain the contact details of the requester and provide this to the member, allowing them to contact the requester directly.

6.4 Board elections

NBPSA Board elections are held annually for specific elected positions. Requests by members for the names and contact details of other members for the purpose of electioneering for Society-run elections will not be granted.

6.5 Information requests by Society contractors regarding other Society contractors

Personal contact information of each Society Contractor is retained in NBPSA files for use as required or in the case of an emergency. Requests for the contact details of Society contractors by other Society contractors will be considered on a case-by-case basis by the Society's CEO.

6.6 Overseas recipients

NBPSA is a corporate entity which is registered in Australia and operates in both Australia and New Zealand. As of necessity, personal information may be collected, used and disclosed between those countries in respect of members.

Personal information may also be disclosed to recipients in overseas countries, in appropriate circumstances. Should this be necessary, the individual will be asked to complete a form consenting to NBPSA disclosing information to the overseas recipient, and to the overseas recipient providing the requested personal information to NBPSA.

7. How is personal information kept?

NBPSA undertakes to protect personal information from unauthorised use, access, disclosure and alteration. All those that encounter NBPSA personal information must comply with this policy. IT security systems and internal procedures are also utilised to protect the personal information held by the Society

Consistent with contemporary business practices, the Society contracts its infrastructure hosting to resilient and reliable outsourced data centres. The data centres are usually located in Australia or New Zealand. However, the nature of cloud computing means that occasionally data may be stored on servers in other jurisdictions. In the rare occasions where data is stored in other jurisdictions, the Society aims to ensure that the service provider has adequate security and complies with all relevant Australian and New Zealand Privacy legislation.

Wherever practicable the Society will hold all personal information in electronic form. In the case that personal information is retained in hard copy, these documents will be securely stored.

8. Accessing personal information

An individual may contact the Privacy Officer at any time to access their own personal information held by the Society, unless the personal information is expressly to remain confidential as stated in other Society Regulation or policy. Requests should be sent to the Administration officer via email: admin@nbpsa.org. Requests will be addressed in accordance with privacy legislation. Access will not be provided where the request does not relate to personal information or where the applicable privacy laws require the Society to decline that access. As permitted by law, a fee may be requested to cover the cost of access.

All of the identified information that the Society has used to grant member access can be viewed by members via the members' portal at: <https://nbpsa.org/member/personal-details>.

9. Correction of personal information

NBPSA seeks to maintain the accuracy of personal information. Individuals are encouraged to contact the Society if the information held is incorrect or to notify the Society if personal information has changed. Requests should be directed to admin@nbpsa.org.

Members are also encouraged to keep their personal details up to date and changes can be made on

the NBPSA website via the members' portal: <https://nbpsa.org/member/personal-details>.

Anonymity

An individual may elect not to identify, or to ask NBPSA to not use or disclose, the individual or their personal information. However, doing so may limit the services the Society can reasonably provide to the individual.

For example, NBPSA cannot practically provide membership services to a person who wishes to be a member of the Society but who does not provide their personal information or who does not consent to their personal information being used or disclosed.

10. Sensitive information

NBPSA may collect sensitive information from time to time in accordance with applicable laws.

'Sensitive information' means information about an individual's attributes, such as racial or ethnic origin, political opinions, membership of a political, professional or trade association, philosophical beliefs or affiliations, membership of a trade union, sexual preferences or practices, or criminal record.

Wherever practicable the Society will hold all sensitive information in electronic form. In the case that sensitive information is retained in hard copy, these documents will be securely stored.

11. Concerns

Any inquiries or concerns about the Society's handling of personal information should be directed to the Privacy Officer at admin@nbpsa.org. Concerns may be required to be formally made in writing.

Concerns will be resolved in a timely manner by reference to this Policy and applicable laws. The person raising the concern will be notified of the Society's response to the concerns, including any remedial action NBPSA will take to resolve the concern, in writing.

The websites of the Office of the Australian Information Commissioner and the Office of the New Zealand Privacy Commissioner are an additional source of information – www.oaic.gov.au and www.privacy.org.nz.

12. Amendments to this policy

The Society may modify or amend this Policy at any time provided the Policy still complies with applicable laws. Formal notice of amendments to this Policy will not ordinarily be given, but the current version of this Policy will be available via the NBPSA website.

13. Related documents

- NBPSA Code of Conduct
- Australian *Privacy Act 1988*
- New Zealand *Privacy Act 2020*
- www.privacy.gov.au
- www.privacy.org.nz

14. References

- https://ranzcof.edu.au/RANZCOG_SITE/media/RANZCOG-MEDIA/Governance/Policies%20and%20Guidelines/Privacy-Policy.pdf

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