



Doc ID	OO-PO-12
Version	1
Date	31 Aug 2023
Page	Page 1 of 6

Privacy Policy

Purpose and Scope

Orthopaedic Outreach is committed to maintaining the privacy of all the personal information about an individual or organisation, including applicants for funding, sponsors, and other individuals who interact with Orthopaedic Outreach.

This Privacy Policy has been developed in line with the Australian Privacy Principles as established under the Privacy Act 1988 (Cth) (Privacy Act).

This policy applies to all Orthopaedic Outreach Board, Members, staff, and volunteers.

ACFID (Australian Council For International Development) Quality Principle and Commitment

Quality Principle:

1. Rights, Protection, and Inclusion

Commitments:

- 1.4 We advance the safeguarding of children.

- 1.4.3 Members have a documented child safeguarding incident reporting procedure and complaints handling procedure that aligns with principles of privacy and promotes safety and dignity.

Quality Principle:

6. Communication

Commitments:

- 6.2 We collect and use information ethically.

- 6.2.1 Members' communications are accurate, respectful, and protect privacy and dignity.

Quality Principle:

7. Communication

Commitments:

- 7.2 We meet our legal and compliance obligations.

- 7.2.2 Members have organisation-wide requirements for the protection of privacy.

References



Doc ID	OO-PO-12
Version	1
Date	31 Aug 2023
Page	Page 2 of 6

Document ID	Document Title
OO-F-01	Definitions
OO-ST-01	Orthopaedic Outreach Strategy

Legislative Framework and Standards

Privacy Act 1988 (Cth) (Privacy Act).

Policy Statement

Orthopaedic Outreach is bound by the Australian Privacy Principles that establish the benchmark for how personal information should be handled. Orthopaedic Outreach has adopted those principles as part of its standard business procedures. All personal information obtained and held by Orthopaedic Outreach is dealt with in a uniform manner and every effort is made to maintain its security.

Personal Information

- Orthopaedic Outreach holds personal information about its members, applicants for funding, sponsors and other individuals who interact with Orthopaedic Outreach. This information includes, but is not limited to, name, address, phone number, fax number and email address. It may also include other personal information and financial information.
- Orthopaedic Outreach does not collect any Sensitive Information (as that term is defined in the Privacy Act), including information or opinions about your political affiliations, sexual preferences, religious beliefs and racial or ethnic origin.

Collection of personal information

Orthopaedic Outreach collects and holds personal information for the purposes of:

- facilitating the provision of services by Orthopaedic Outreach and delivery of Orthopaedic Outreach's international clinical, surgical, and training endeavours;
- facilitating the provision of services by Orthopaedic Outreach affiliate bodies (including AOA);
- providing relevant information to members;
- organising continuing education and training programs;
- Orthopaedic Outreach's administrative functions;
- supporting and managing password protected, member-only access to the Orthopaedic Outreach website and other Orthopaedic Outreach online platforms; and
- supporting and managing an online member and public directory on the Orthopaedic Outreach website.

Orthopaedic Outreach collects personal information in several ways, including:



Doc ID	OO-PO-12
Version	1
Date	31 Aug 2023
Page	Page 3 of 6

- directly from the contact person and/or a designated nominee through various online and hard copy registration and application forms issued to facilitate the provision of services by Orthopaedic Outreach;
- via the Orthopaedic Outreach website;
- via Orthopaedic Outreach's online payment facility;
- via fax and other electronic means, including credit card payment remittance slips;

Use and disclosure of personal information

Orthopaedic Outreach has a policy of not disclosing personal information contained on its database to any outside body, other than its affiliate bodies named in clause 6.1. This means that use of the database containing personal information is restricted solely to Orthopaedic Outreach. However, where required to do so by law, Orthopaedic Outreach will disclose personal information.

Storage and security of personal information

Orthopaedic Outreach stores personal information in a combination of secure computer-based storage facilities and paper-based files and records.

- Orthopaedic Outreach uses accepted technology and security so that it is satisfied that personal information is transmitted safely to it through the internet or other electronic means.
- Orthopaedic Outreach will use its reasonable endeavours to protect personal information from misuse, unauthorised access, disclosure, modification, or loss. Orthopaedic Outreach's officers, employees, agents, and third-party contractors are expected to observe the confidentiality of personal information. If the committee has a reason to believe that a person subject to the policy has failed to comply with it, it will investigate the circumstances.
- Despite its reasonable endeavours, Orthopaedic Outreach is unable to ensure or warrant the security of any personal information transmitted to Orthopaedic Outreach and all personal information disclosed to Orthopaedic Outreach is at the sender's own risk.
- Where Orthopaedic Outreach no longer requires personal information it has collected and stored and is not required by or under an Australian law, or an order of a court or tribunal, to retain the information, Orthopaedic Outreach will take such steps as are reasonable in the circumstances to destroy the information or to ensure that the information is no longer personal information.

Access to personal information

Upon request, Orthopaedic Outreach will inform you of the type of personal information held about a member. The member has the right to access their personal information stored on computer, on a database, in personnel files or in any other form at Orthopaedic Outreach to ensure that it is accurate, unless Orthopaedic Outreach has a legal duty of confidentiality or non-disclosure.

If a member would like to exercise their right to access their personal information, please contact the Operational Manager. It is Orthopaedic Outreach's policy that all requests for access be made in



Doc ID	OO-PO-12
Version	1
Date	31 Aug 2023
Page	Page 4 of 6

writing. The Operational Manager will arrange for an access form to be sent to the member and can assist with any enquiries the member may have about the process. Orthopaedic Outreach must respond to a request by you to access your personal information within a reasonable period after the request is made.

Orthopaedic Outreach, in its discretion, may refuse to grant a member access to their personal information to the extent that such denial is permitted by the Australian Privacy Principles. If Orthopaedic Outreach refuses a member's request to access their personal information under the Australian Privacy Principles, Orthopaedic Outreach must, in writing:

- a. where reasonable, give reasons for the refusal; and
- b. notify the member of the mechanisms to complain about the refusal; and
- c. inform the member of any other matter prescribed by the regulations.

Currency of personal information

Orthopaedic Outreach will take all reasonable precautions to ensure that the personal information it collects, uses, and discloses is accurate, complete, and up-to date. However, the accuracy of that information depends on the information provided by the member. To prevent inaccuracies in a member's personal information the member should:

- a. let Orthopaedic Outreach know if there are any errors in your personal information; and
- b. keep Orthopaedic Outreach up to date with any changes to your personal information such as name, address, and telephone number

Correct personal information

A member may contact the Operational Manager appointed by Orthopaedic Outreach to correct any personal information that is inaccurate, out-of-date, incomplete or to request that personal information be deleted. A member can contact the Operational Manager on 02 8071 8000 or via admin@orthoreach.org.au

If Orthopaedic Outreach is satisfied that a member's personal information is inaccurate, out-of-date, incomplete or irrelevant, or if a member requests Orthopaedic Outreach to correct their personal information, then Orthopaedic Outreach must take reasonable steps to correct the member's personal information to ensure that, having regard to the purpose for which it is held, it is accurate, up-to date, complete and relevant.

- Orthopaedic Outreach must respond to a request by a member to correct their personal information within a reasonable period after the request is made.
- Orthopaedic Outreach will not charge a fee for the making of the request or for correcting personal information.
- If Orthopaedic Outreach has previously disclosed a member's personal information to another entity, Orthopaedic Outreach will take reasonable steps to notify the other entity of the correction (unless it is impracticable or unlawful to do so) if a member makes such a request.



Doc ID	OO-PO-12
Version	1
Date	31 Aug 2023
Page	Page 5 of 6

- If Orthopaedic Outreach refuses a member's request to correct information, Orthopaedic Outreach must, in writing:
 - give reasons for the refusal except to the extent it would be unreasonable to do so; and
 - notify the member of the mechanisms available to complain about the refusal; and
 - inform the member of any other matters prescribed by the privacy regulations.

Direct marketing

Orthopaedic Outreach may use personal information for direct marketing purposes to communicate opportunities related to your Orthopaedic Outreach membership, such as conferences and events being organised by Orthopaedic Outreach, via email, text message and postal mail.

If a member does not wish to receive any marketing material, they can opt out by contacting the Operational Manager on (02) 8071 8000 or by email at admin@orthoreach.org.au

Orthopaedic Outreach does not pass on any personal information to third parties for direct marketing purposes, other than to its affiliates.

Cookies

A Cookie is a feature stored on a user's hard drive by their web browser. On each visit to the Website, the Orthopaedic Outreach web browser will recognise the Cookie and give Orthopaedic Outreach information about your visit. Orthopaedic Outreach uses Cookies for the purpose of allowing a member to have their password saved for easy repeated access to the website. Orthopaedic Outreach may also use Cookies to learn about a member's preferences and the way that they use the Website, so that it can improve the Website. Most browsers accept Cookies automatically, but you should also be able to alter the settings of the browser to refuse Cookies. You should note that de-activating Cookies may mean that you will no longer be able to enjoy the full operational capabilities of the Website.

How to make a complaint

See OO-PO-08 Complaints Handling Policy

Consent

The member acknowledges and agree that by providing their personal information to Orthopaedic Outreach that Orthopaedic Outreach, its related bodies corporate and partners and each of their officers, employees, agents and contractors are permitted to collect, store, use and disclose your personal information in the manner set out in this Privacy Policy and in accordance with the Australian Privacy Principles.

Governance



Doc ID	OO-PO-12
Version	1
Date	31 Aug 2023
Page	Page 6 of 6

This policy is reviewed by the Board on an annual basis to ensure it continues to reflect legislative requirements and Orthopaedic Outreach internal operations.

Complaints are handled as per the OO-PO-08 Complaints Handling Policy

Compliance and Performance Indicators

See OO-ST-02 Key Performance Indicators

Risk Management

We identify potential risks to privacy through risk analysis; consideration of these risks during monitoring and field visits.

See OO-RM-02 Risk Management and Assessment

Training

See OO-PO-11 Human Resources Policy

Communication

Information about issues relating to privacy is promoted to the public and external stakeholders. Our Privacy Policy is posted on our website.