



Australasian Society for HIV Medicine Inc.

ASHM and Student Privacy

1. Introduction

ASHM is committed to protecting your privacy. This document explains how ASHM collect, uses, discloses and protects the information collected from you. We will collect, manage, use and disclose personal information in accordance with all relevant legislation and standards.

2. Information collected

ASHM collects and stores information that is necessary to offer, provide and improve our services. We collect personal information about our members, students and practitioners from physical and electronic registration forms sent in or submitted online.

The type of information we collect will vary depending which services you are using, however, generally speaking the personal information we need to collect includes:

- name
- contact details (for example, postal address, e-mail address, telephone number(s), facsimile number)
- citizenship
- qualifications
- date of birth
- occupation
- subject/course
- membership details
- professional development choices.

Any printed forms you complete and send to us will generally be kept with your hard copy file. When using an online registration form any information you provide will only be collected by us if you submit your form. This means that if you cancel your enrolment or log out prior to submitting your form, any information entered on that form is automatically deleted.

No personal information is collected when you browse our web site. Browsing is anonymous until personal information is required to make an enquiry, enrol in a course or purchase any of our resources.

3. Use and disclosure of information

Personal information supplied by a member, student or practitioner is only used by ASHM in connection with conducting its business as a professional association and provider of education and membership services. We use the personal information you give us to provide you with educational and/or membership services, to support you as a practitioner (if you are a practitioner), to improve our services, to undertake marketing activities directed to students, members or prospective students and members. We also use the information you provide such as survey data and feedback, to continually improve our products and services.

We will endeavour at all times to ensure that you are aware of how we use your information. If we need to use your personal details for a purpose other than one that we believe you would reasonably expect as a member, student or practitioner we will seek your specific consent.

ASHM will not generally disclose personal information concerning a member, student or practitioner to parties outside ASHM, other than for a purpose directly related to the provision or improvement of our education and membership services. For example, in order to deliver our services to you we occasionally need to provide some personal information provided by you to our agents, contractors or third party service providers (such as providers of administrative, telecommunications, computer or other services). These service providers support the operation of our business and are under contract to ASHM to keep that information confidential and secure.

Personal information is occasionally shared, on a strictly confidential basis, for the purpose of running joint venture professional development events and/or sponsorship. ASHM does not provide or sell any database information to external organisations for commercial purposes.

4. Security

ASHM maintains strict standards and security procedures to prevent unauthorised access to personal information and to ensure the correct and proper use of such information.

Access to personal information held electronically is protected from unauthorised access through the use of log-in name and secure password. This restriction of access ensures that such information is only available and displayed to the intended person. Individuals should not disclose their secure password to anyone.

Encryption technology is used to ensure that information is protected when being transmitted over the Internet. ASHM cannot ensure the security of any information transmitted over the Internet and individuals send personal information at their own risk. However, once we receive a transmission, we take all reasonable steps to ensure that personal information is secure on our systems and those of our agents and protected from loss, misuse and unauthorised access.

In addition, ASHM limits employee access to the servers and database that store user information.

5. Access to information

So that we can maintain accurate, complete and up to date information, we invite you to regularly access and update your personal information. You can access, check or amend your personal details by contacting the ASHM office.

6. Transborder data flow

Personal data will not be transferred outside Australia unless ASHM reasonably believes that the information will remain subject to principles that are substantially similar to the National Privacy Principles and will not be collected, held, used or disclosed by the recipients of the information in a manner inconsistent with ASHM's Privacy Policy and Procedures.

7. Cookies

We use 'cookies' to enhance functionality, to keep track of your visits, provide personalised features and as part of the identification process for our online services.

A cookie is a small data file that contains information about your visit to a website. Your computer provides this information during your first visit to a web server. The server records this information in a text file and stores this file on your hard drive. When you visit the same website again, the server looks for the cookie and structures itself based on the information provided. A cookie only identifies your computer to a web server when you visit the site, they do not identify users.

If you visit our website to browse or download information, our web server will record the date and time of your visit to our site, the pages viewed and the information downloaded. We generally use this information for statistical purposes.

Most web browsers are initially set up to accept cookies. You can reset your browser to refuse all cookies or to warn you before accepting cookies. If you have set your browser to warn you before accepting cookies, you will receive the warning message with each cookie. You can refuse cookies by turning them off in your browser.

If your browser is configured to reject all cookies, you will be unable to use services on this website that require cookies in order to participate. You may still be able to use some information-only pages if you do not accept cookies.

8. Links to other sites

Our website contains links to other websites and this statement has no application to these other websites. We are not responsible for the privacy practices or the content of these other websites. We encourage you to read the privacy policy of every website you visit.

9. Complaints

ASHM is committed to providing consumers with a fair and responsive system for handling and resolving complaints. You have a right to complain and to have your complaint handled efficiently. We see complaints as a valuable opportunity to improve our services and to maintain your confidence in us and the services we provide. If you have a complaint please send email the ASHM office at education@ashm.org.au or call us on (02) 8204 0720

We will endeavour to investigate and advise you of the outcome of a complaint within 21 days of receipt of such complaint. In the event that the individual and ASHM are unable to resolve the matter, the individual is entitled to arrange for an independent person (such as the Privacy Commissioner) to investigate his/her complaint.

10. How to contact us

If you have any questions or require further information about ASHM's privacy policy and procedures, please contact us as stated in the section above.