



PRIVACY POLICY

This is the privacy policy of AOGP Limited pursuant to the Australian Privacy Principles.

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1. Introduction to our Privacy Policy

In this Privacy Policy, AOGP is referred to as 'we', 'our', or 'us'.

Our obligation to protect your privacy and the confidentiality of any personal information concerning you which we collect from time to time during our dealings with you is very important to us.

We recognise the importance of your privacy and are committed to protecting any personal information that we collect about you.

The purpose of this Privacy Policy is to explain how we will manage and protect your personal information. This policy also contains advice concerning how you may access that information in order to ensure that it is correct in addition to how you can make a complaint if you are concerned about how we have dealt with your information.

We are bound by the Privacy Act 1988 of the Commonwealth of Australia (**Act**) as amended and in particular the Australian Privacy Principles which are established by that Act. We collect personal information about you so that we can better carry out our duties and obligations to you.

We will only collect and use any personal information from you if the information is reasonably necessary for, or directly related to, one or more of our functions or activities. This policy sets out:

- The kinds of personal information concerning you that we collect and hold.
- How we collect and hold your personal information.
- The purpose for which we collect, hold, use or disclose your personal information.
- How you may access your personal information and seek the correction of such information.
- How you may complain about a breach of the Australian Privacy Principles and how we will deal with any such complaint.
- Whether we are likely to disclose personal information to overseas recipients.
- If we are likely to disclose personal information to overseas recipients, the countries in which such recipients are likely to be located and to specify those countries if it is practicable to do so.

This privacy policy also applies to any information we may collect from third parties that relates to you.



We will not collect, use, or disclose, any personal information concerning you unless we need that information in order to carry out our functions from time to time and we have your consent to do so, or we are legally required to do so.

It is impracticable for us to deal with you if you have not identified yourself or if you have used a pseudonym. Therefore, for the purposes of Australian Privacy Principle 2, you do not have the option of not identifying yourself or of using a pseudonym when dealing with us in relation to a particular matter.

2. Collecting your Personal Information

During the course of our dealings with you we intend collecting and holding the following kinds of personal information about you.

- Your full name and contact details.
- Any information concerning your education and training that may be relevant to AOGP assisting you in CPD or in your Fellowship exam preparation
- Photographs of you which may be used on our website and online learning platform, in newsletters, in annual reports or in other marketing and promotional material.

The kinds of personal information listed above may change from time to time if we consider it appropriate to do so. If that occurs, then this privacy policy will be amended to reflect that change.

If we collect personal information about you from someone other than you, then we shall, as soon as practicable after we collect that personal information, take such steps as are reasonable in the circumstances to notify you that we have collected that personal information and the circumstances of that collection and the purpose for which we collect information.

Your personal information will be collected via telephone, online or hard copy from the following sources:

- From you via online or hard copy questionnaires;
- From AOGP staff or medical educators;
- From training facilities, including but not limited to practices and hospitals
- From relevant agencies including but not limited to Medicare Australia, Department of Health, Country Health SA, Primary Health Networks and Rural Doctors Workforce agencies



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- From the Australian colleges of general practice; ACRRM and RACGP

The sources of personal information listed above may change from time to time if we consider it appropriate to do so. If that occurs, then this privacy policy will be amended to reflect that change.

3. Using your Personal Information

During the course of our dealings with you we intend using your personal information in the following manner:

- To assist in coordinating and recording your training with AOGP
- To disclose to relevant agencies as detailed in section 4 'Disclosing of your personal information'.

We shall only use your personal information that we collect in order to carry out our functions from time to time and for no other purpose.

In particular, in the course of using your personal information we may disclose it to the persons, organisations or agencies referred to below under the heading 'Disclosing of your personal information'.

Our use of personal information listed above may change from time to time if we consider it appropriate to do so. If that occurs, then this Privacy Policy will be amended to reflect that change.

4. Disclosing of your personal information

Information concerning your education and the progress of your training may be used in discussions or dealings with other relevant people involving your training or professional development.

Any resources or presentations you upload to the AOGP online learning environment may be made available to other learners and medical educators.

It is not intended to disclose your personal information to any overseas recipient.

5. Your consent

If required we shall seek your consent to disclose your personal information in the manner and to the recipients specified on the 'AOGP Training Terms and Conditions' that appears on our website.



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Your personal information will only be disclosed in accordance with the consents approved by you. If your consent is required to disclose any of your personal information to any other recipient not referred to on the Consent Form then your specific consent will be sought in relation to that proposed disclosure.

6. Managing your personal information

We shall take all reasonable steps to protect your personal information from any unauthorised use.

In particular, we will protect your personal information from unauthorised access, alteration and/or disclosure by taking all reasonable steps to ensure that your personal information can at all times only be accessed by persons who are properly authorised to have access to your personal information at that time.

We shall store your personal information either in hard copy or electronic form. Personal information stored in hard copy form shall be kept at our premises at a location where the general public does not have access and which are secured after normal business hours and protected by a security system.

Personal information kept in electronic form will be protected by the usual internet security measures including a firewall and passwords or identification protocols in order to ensure that there is no unauthorised access to your personal information by any electronic means.

7. Accessing your personal information

You may find out what personal information we hold about you by requesting, by any reasonable means, access to that information.

We shall attempt to deal with and finalise any such request by the close of business on the next business day after receiving your request.

There is no financial cost to you for us complying with your request for access to your personal information.

8. Correcting your personal information

You should advise us immediately if you consider that any personal information we hold about you is inaccurate, out of date, misleading or incomplete.

If you consider that any of these things apply, then you should advise us of the basis for that belief so that we can take steps to rectify any defect in the personal information we hold about you as soon as possible.



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If you ask us to make a correction to the personal information we hold about you and we agree that your request is justified, then we shall advise you accordingly and provide to you a copy of any such corrected information.

If we consider that your request is not justified, then we shall provide reasons for that belief. If you consider that any personal information we hold about you is incomplete, inaccurate or no longer up to date, or you wish to have particular information no longer held by us, then you should advise us accordingly.

9. Complaints procedure

You are entitled to complain if you consider that we have breached the Act, the Australian Privacy Principles or this Privacy Policy. At first instance you should contact AOGP and provide details of the nature of your complaint and what steps you wish us to take in order to resolve the complaint.

Upon receipt of your complaint an appropriate officer will investigate your complaint and then notify you of the decision concerning your complaint.

If the complaint is not resolved to your satisfaction, then you may make a privacy complaint to the Office of the Australian Information Commissioner (OAIC) in accordance with the relevant provisions of the Act.

When you are informed of our decision concerning your complaint then we shall also set out in detail what steps you may take in order to lodge a privacy complaint with OAIC.