

# Privacy Policy



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Drafted by	Marie Malica	Date approved by Board	18 August 2023
Person responsible	Marie Malica	Scheduled review date	August 2025

## Introduction

The Clinical Oncology Society of Australia (COSA) endeavours to deal with personal information in accordance with the Australian Privacy Principles.

Personal information is information or an opinion that identifies or could reasonably identify an individual.

## Purpose

The purpose of this Privacy Policy is to summarise how COSA deals with personal information.

## Background

COSA is the peak Australian body representing multidisciplinary health professionals whose work encompasses cancer care, research and control. As a membership organisation, COSA's functions and activities are driven by the needs of its members.

COSA collects and handles personal information in order to carry out its activities including, among other things, membership information management and communication.

## Collection of personal information

COSA collects personal information from its members, employees, directors and committee members, suppliers, service providers and other people connected with its activities.

The types of personal information COSA collects include:

- contact details (for example, name, address, professional information, telephone numbers and email)
- demographic information (for example, gender and date of birth)
- professional information (for example, qualifications and specialties) and
- activity-related information (participation in COSA activities and events).

In conducting its activities, COSA may collect health and other sensitive information. For example, COSA collects:

- medical history information from employees and
- information about a member's membership in other health professional associations.

COSA collects personal information directly from individuals in the following ways:

- electronically through COSA's website and online surveys
- from forms and other correspondence (including electronically)
- during telephone calls
- while delivering and administering services and
- face to face contact.

## **Purpose of Collection and Use**

COSA collects personal information as required to carry out one or more of its functions or activities, including:

- to provide membership services and maintain membership records
- to provide continuing professional development, education and training
- to co-ordinate and convene the Annual Scientific Meeting and other meetings and events
- to enable planning, policy and service development and to market, advertise or otherwise promote COSA activities, including to inform individuals of special offers or additional services provided by COSA
- to conduct or facilitate member surveys; such surveys will be communicated from COSA on behalf of a third party in accordance with the COSA Survey Policy
- to recruit suitable applicants to vacancies within COSA
- to communicate with directors about meetings and COSA business
- to communicate with staff about all work related matters

Information may also be used for secondary purposes as required or permitted by law. For example, if an individual completed a form to register their interest in or attendance at the Annual Scientific Meeting (ASM) COSA may use the individual's contact details for the purposes of promoting other COSA educational activities.

## **Disclosure**

COSA only discloses personal information for the primary purpose for which it was collected, or for a secondary purpose as required or permitted by law.

For example, COSA may disclose personal information to third parties it engages to assist it in performing its functions, most often related to the Annual Scientific Meeting. Where disclosure takes place, COSA aims to include protective provisions regarding the handling of personal information in contracts with third parties.

When conducting a member survey on behalf of a third party, COSA does not disclose personal information to that third party.

## **Storage and Security**

COSA stores personal information predominantly electronically and in limited instances in hard copy, and has secure record-keeping systems. COSA takes all reasonable steps to protect personal information from unauthorised use, access, disclosure and alteration.

IT protection systems and internal procedures are also utilised to protect the personal information held by COSA. COSA may store electronic information on remote servers or in the cloud directly or through contracted agencies (such as the contracted professional conference organiser managing COSA Annual Scientific Meeting logistics – all information is securely stored in Australia with backups securely stored in the United States of America and encrypted before transfer back to Australia).

COSA uses Secure Socket Layer (SSL) certificates which is the industry standard for encrypting personal COSA membership information collected via the COSA website. COSA does not store member credit or debit card information. COSA uses a third party provider, which provides a secure online payment gateway solution for credit card and direct debit processing of COSA membership payments.

Personal data is maintained under strict security and is only to be accessed internally by the COSA staff who require access as part of their role or to complete a task.

Records containing personal information will be held by COSA until there is no longer a need or obligation to retain such records, after which time they will be deleted, destroyed or de-identified.

Links to third party websites from the COSA website may be provided. The COSA Privacy Policy does not apply to external websites. The operators of external websites may collect personal information.

COSA Policy 018 Record Keeping, provides further information about record keeping and information management by COSA.

## **Access and Correction**

COSA takes all reasonable steps to maintain the accuracy of personal information it holds. Individuals are encouraged to contact COSA if the personal information held is incorrect or to notify COSA if personal information has changed.

COSA members can view and change their personal details via their online membership profile on the COSA website.

An individual may also contact the COSA Chief Executive Officer by telephone (02) 8256 4160 or email [cosa@cancer.org.au](mailto:cosa@cancer.org.au) to access or update their personal information. They will be required to provide their request in writing. Access will be provided unless the request is unreasonable or the applicable privacy laws permit or require COSA to decline access.

## **Complaints and concerns**

Any concerns about COSA's handling of personal information should be directed to the COSA Chief Executive Officer by telephone (02) 8256 4160 or email [cosa@cancer.org.au](mailto:cosa@cancer.org.au). COSA may require complaints to be submitted in writing. After COSA receives all the relevant information, it will endeavour to resolve the complaint as soon as reasonably practical.

The website of the Office of the Australian Information Commissioner (OAIC) is an additional source of information [www.oaic.gov.au](http://www.oaic.gov.au). If an individual is not satisfied with how COSA has handled their complaint, they may wish to contact the OAIC.

COSA Policy 017 Complaints, provides further information about how complaints are managed by COSA.

## **Responsibilities**

All COSA Members, Staff, Board and Committee members will adhere to COSA's Privacy Policy at all times.

## **Related Documents**

COSA Website Terms and Conditions of Use Policy

COSA Policy 017 Complaints

COSA Policy 018 Record Keeping

Privacy Act 1988 (Cth) (Privacy Act)\*

Online Safety Act 2021

\* Note: The passage of the Privacy Act – the *Privacy Amendment (Notifiable Data Breaches) Act 2017* – established the Notifiable Data Breaches (NDB) scheme in Australia. The NDB scheme applies to all agencies and organisations with existing personal information security obligations under the Australian Privacy Act from 22 February 2018. As at July 2022, with an annual turnover of less than \$3 million, COSA is not required to comply with the NDB scheme. However, should a breach occur the COSA Audit, Risk and Finance Committee must be notified, who will make a determination if action should be taken.