

PRIVACY POLICY

1. PURPOSE

The purpose of this policy is to ensure that the privacy of all people we interact with, particularly vulnerable communities and donors are respected and protected.

2. SCOPE

All Personnel and representatives of ADI have an obligation to adhere to and implement the privacy principles and practices established by legislation and detailed in this policy.

3. POLICY STATEMENT

Australian Doctors International Limited ('ADI') is committed to protecting the privacy of personal information in accordance with the requirements of the *Privacy Act 1988* (Cth.) and the Australian Privacy Principles contained therein. This policy applies to personal and/or sensitive information collected in person, via email, post, or by interaction through the ADI website, or other forms of communication.

4. PERSONAL INFORMATION

4.1. Types of personal information we collect

Personal information is only collected as is necessary for a function or activity to enable ADI to carry out its work.

ADI will only collect information:

- Which is necessary to provide its purpose
- When an individual has consented to provide it
- When required by law or contractual arrangements with governmental funding bodies

We may collect and hold the following personal information:

- Personal details may include name, telephone number, email and mailing address;
- Messages or comments emailed to us such as general and specific support related inquiries;
- Other information that is relevant to ADI's purpose.

4.2. How we collect personal information

We generally collect personal information directly when that personal information is provided to us in person, via email, post, or by interacting with us through the ADI website. There may be occasions where we collect personal information from a third party. Where we do so, we will ensure that this information is collected in accordance with our obligations under the *Privacy Act*.

If we receive personal information from third parties, we will protect it as set out in this Privacy Policy.

4.3. Use of 'cookies' and analytics

- Log Files A log file is a file that lists actions that have occurred. For example, web servers maintain log files listing every request made to the server. With log file analysis tools, it is possible to get an indication of where visitors are coming from, how often they return, and how they navigate through a site.
- Cookies Like many websites ADI may use 'cookies'. Cookies are an industry standard and used by most major websites. Cookies may be used by us for a variety of purposes, for example, we may use cookies to recognise a computer which has previously visited this website and to customize the ADI website according to previous preferences and site behaviour.
- Online activity and social media: we may use Google Analytics and other web server applications to track visits to our website. We will use this information to track the effectiveness of our website, such as visits, length of visits and viewed pages. This data is mainly anonymous.

4.4. Social media

You may engage with ADI through social media, such as Facebook and LinkedIn. Occasionally we may get in touch with you via social media by using the details on your record, such as an email address; if you prefer that we do not contact you in this regard please advise us and opt out.

4.5. Third party websites

We may provide links in the content of our website for your convenience and information. However, ADI is not responsible for the privacy and security elements of any other website. You may wish to read the privacy statement of a destination website before connecting via a link.

4.6. Cross border disclosures

We may use, disclose and/or store your information to safeguard your privacy. We require our external service providers to handle your personal information carefully, including any overseas or cloud service providers, if any of our technical systems are located or need to process data overseas, but this does not change our commitment, lawfully and in accordance with this Privacy Statement.

Personal information you have provided to technology services providers that are hosted off-shore, for example social media channels, may disclose and store your information in a country other than Australia. Such countries may include, but not be limited to:

- Canada
- United Kingdom
- United States
- Singapore
- Papua New Guinea

4.7. Security of personal information

We are committed to ensuring that personal information provided to us is held securely. This includes taking reasonable steps to protecting personal information against loss, unauthorized access, modification or disclosure, and against other misuse. These steps include, but are not limited to, securing paper files in a secure environment, password protection for accessing our

electronic IT systems, and physical access restrictions to buildings where information is held.

4.8. Access to and correction of personal information held by us

Access: Individuals have a right to request access to the personal information that we hold about them. An administrative fee may be payable for the provision of personal information. In certain circumstances we may refuse to provide details of personal information that we hold to the extent permitted by the *Privacy Act*.

Correction: If an individual believes that any personal information which we hold about them is inaccurate, out of date, incomplete, irrelevant or misleading, they can contact us (details below) and we will respond to the request within a reasonable time after the request is made. We will endeavor to promptly correct any information found to be inaccurate, incomplete or out of date.

5. WEBSITE COOKIES

ADI's website may use cookies to improve the user experience. Cookies (small data files) or similar devices are used to collect information about site traffic e.g., page views, engagement, and duration. Cookies do not identify individuals personally but identify computers. An individual can set their web browser so that their computer does not accept cookies. We may log IP addresses to analyse trends, administer the website, track user movements, and gather broad demographic information.

6. COMPLAINTS ABOUT BREACH OF PRIVACY

Complaints or allegations of breaches of the *Privacy Act* can be made to the contact below. In the event a complaint is received regarding a breach of privacy the complaint will be investigated and responded to by the relevant department representative within five (5) business days of receiving the complaint. If a complainant is not satisfied with the resolution by us, a complaint about a privacy matter can be made to the Australian Information Commissioner; refer <https://www.oaic.gov.au/> for how to make a complaint.

Contact details privacy@adi.org.au

7. RELEVANT LEGISLATIONS

Legislation	Jurisdiction
<i>Privacy Act 1988</i>	Australia