



THE AUSTRALASIAN
COLLEGE OF
PHLEBOLOGY

Privacy and Security Policy

Policy Domain:	ACP Management
Policy Area:	ACP staff, Fellows, instructors, students and trainees
Policy Author:	ACP
Contact:	Executive Manager
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Related Policies/Regulations	

PURPOSE

The purpose of the Australasian College of Phlebology ('College') Privacy and Security Policy is to provide a set of principles which outline the College's approach to privacy and security of information.

SCOPE

This policy is applicable to all business, community, education and professional development activities undertaken by the College and conforms to internet privacy standards.

POLICY

The College regards privacy as an important part of our relationship with our members. The College acts to protect personal information in accordance with the National Privacy Principles. All personal information defined under the Privacy Act that ACP collects through its website, Members' portal, or by other means, will be handled in accordance with this Privacy Policy

Disclosures

The College only uses personal information for the purposes for which it is given and for related, internal management purposes.

The College does not give information about individuals (staff, instructors, students, trainees, members, patients) to other government agencies, organisations or anyone else unless one of the following applies:

- the individual has consented
- the individual expects the College to or the College has told the individual that this is the intention
- it is required or authorised by law
- it will prevent or lessen a serious and imminent threat to somebody's life or health or
- the disclosure is reasonably necessary for law enforcement or for the protection of public revenue.

The individual's choices:

- the individual may access personal information that we hold about them, or
- they can ask the College to correct personal information held about them.

If the individual is on one or more of the College email lists they may opt out of further contact from the College by clicking the unsubscribe option in all emails sent to College media and network email lists.

Collection of Information

In order to use the College website, the College may require information from individuals in order to provide the best service possible. All correspondence may also be collected and stored, particularly in regard to sales, support and accounts, including Email.

Any information collected by the College is collected via correspondence from the individual or their company. This may be via the telephone, Email, mail, fax or directly through our website.

Use of Collection Information

Any details collected from College customers are required in order to provide products and/or services, and a high level of customer service. Correspondence is recorded in order to provide service references, and to assist in our staff development.

Storage of Collected Information

The security of personal information is important to the College. When an individual enters sensitive information (such as credit card numbers) on the College website, the information is encrypted using secure socket layer technology (SSL). When Credit Card details are collected, the details are simply passed on in order to be processed as required. The College never permanently stores complete Credit Card details.

The College follows generally accepted industry standards to protect the personal information submitted, both during transmission and once the College receives it.

Access to Collected Information

If personally identifiable information changes, or if an individual no longer desires our service, they may correct, update, delete or deactivate it by emailing us at acp@phlebology.com.au

Data Quality

We are committed to ensuring that personal information held by us is accurate, complete, and up to date. To promote this objective we provide facilities on our website for updating specific personal details.

Storage & Data Protection

Personal information is stored in electronic form within the ACP website and cloud services. Personal information stored electronically is maintained in a secure environment maintained by IT service providers. We take reasonable steps to protect the personal information we hold against loss, unauthorised access, use, modification or disclosure, and other misuse.

Access to your personal information is restricted to employees who require access to it to discharge their responsibilities. We train our employees about the importance of confidentiality and maintaining the privacy and security of your information.

Destruction of Records

We destroy records relating to personal information when it is no longer necessary to keep that information within ACP's records for the conduct of its business or we de-identify the recorded information where appropriate.

Orders

When a product or service is purchased from the College, personally identifiable information may be requested. The individual may be required to provide contact information (such as name, Email, and postal address) and financial information (such as credit card number, expiration date).

The College uses this information for billing purposes and to fill orders. If there are any issues in processing an order, the College will use this information to contact the individual.

Communications

The College uses personally identifiable information for essential communications, such as emails, accounts information, and critical service details. The College may also use this information for other purposes, including some promotional emails. If at any time a customer wishes not to receive such correspondence, they can request to be removed from any mailing lists by emailing us at acp@phlebology.com.au

The College will notify individuals when their personal information is collected by any third party that is not an agent/service provider for the College, so individuals can make an informed choice as to whether or not to share information with that party.

Payment Security

The College is committed to ensuring safe and secure means of processing financial transactions.

The College uses the eWAY Payment Gateway for its online credit card transactions. See: www.eWAY.com.au

eWAY processes online credit card transactions for thousands of Australian merchants, providing a safe and secure means of collecting payments via the Internet.

All online credit card transactions performed on this site using the eWAY gateway are secured payments.

- Payments are fully automated with an immediate response.
- Your complete credit card number cannot be viewed by the College or any outside party.
- All transactions are performed under 128 Bit SSL Certificate.
- All transaction data is encrypted for storage within eWAY's bank-grade data centre, further protecting your credit card data.
- eWAY is an authorised third party processor for all the major Australian banks.
- eWAY at no time touches your funds; all monies are directly transferred from your credit card to the merchant account held by The Australasian College of Phlebology.

Third Parties

The College may at its discretion use other third parties to provide essential services on the ACP website or for business processes. We may share details as necessary for the third party to provide that service. These third parties are prohibited from using personally identifiable information for any other purpose. The College does not share any information with third parties for any unknown or unrelated uses.

Legal

We reserve the right to disclose an individual's personally identifiable information as required by law and when the College believes that disclosure is necessary to protect the College's rights and/or comply with a judicial proceeding, court order, or legal process served on the College.

Links

Links on the College's website to external entities are not covered within this policy. The terms and conditions set out in this privacy policy only cover the domain name of www.phlebology.com.au

Changes to Privacy Policy

The College reserves the right to modify this privacy policy at any time.

If the College decides to change its privacy policy, the College will post those changes to the privacy statement on its website, and other places deemed appropriate so that individuals are aware of what information the College collects, how the College uses it, and under what circumstances, if any, the College discloses it.