

## **Australian Music Therapy Association**

### **Privacy Policy**

#### **Our privacy commitment**

The Australian Music Therapy Association Inc. (**AMTA**) is an incorporated association which is the peak professional association for music therapists in Australia.

We are committed to protecting the privacy of personal information we collect and hold about individuals. This privacy policy explains how we manage the personal information we collect, use and disclose.

#### **The type of personal information we collect and how we collect it**

Most of the personal information AMTA collects is personal information about our members. The personal information AMTA collects about its members and their practice and/or business includes the following: name, date of birth, home address, practice/business details, telephone number, email address, gender, educational qualifications and bank account and credit card details.

We may also collect personal information from other individuals with which we interact including applicants for membership, employees and contractors, complainants, service providers, individuals who use AMTA's services and other individuals who correspond or transact with AMTA. The type of personal information we collect about these individuals varies according to the circumstances of our relationship with them and will usually include some or all of the following: name, address, telephone, email address, employment history and bank account and credit card details.

We will generally collect personal information directly from the person to whom the information relates. We collect personal information from an individual in various ways including when a person applies for membership or membership renewal, when a person communicates with us, if the person applies for a job with us, if a person provides a product or service to us, or when a person participates in any of our activities, events or programs.

If we collect any personal information about an individual from another party, where practicable, we will take reasonable steps to inform them why we have collected the information and how we will use it.

AMTA does not generally collect sensitive information about any person. One circumstance where we may collect sensitive information is if a person makes a complaint about a member and we need to collect health information about the person to manage the complaint. We will only collect sensitive information if the person has consented to that collection or the collection is otherwise permitted under privacy law.

#### **The way we use personal information**

AMTA uses personal information of members to perform our various functions relating to members, including registering and managing membership, creating and maintaining membership records, communicating with members, reporting on membership status, investigating and managing complaints about members, offering or providing services and products to members directly or through our partners, collating membership and professional data, providing contacts for research purposes and performing other activities related to AMTA's functions. We may also use the

information to perform our various activities and functions, including promoting the profession, performing, monitoring and improving our internal operations, administering our relationship with third parties and planning, managing, reviewing and auditing our activities.

The way AMTA uses personal information of individuals who are not members will depend on the relationship between AMTA and that person. We may use that information to purchase from or provide goods and services to the person, to assess an application for employment or for any one or more of the uses listed in the previous paragraph.

### **Who we might disclose personal information to**

AMTA may disclose a member's personal information in the following circumstances:

- To another member – each member has a right to inspect AMTA's register of members.
- If a member has given their consent, their name and contact details is made publicly available on a directory published on AMTA's website.
- To a person or entity assisting AMTA to perform its functions, such as a goods or services provider.
- To Board approved service directory providers (e.g. Health Direct Australia) so that a member may be listed in a service provider directory (e.g. National Health Service Directory, NHSD), unless the member has instructed us in writing not to make this disclosure.
- To a government agency or body (such as Medicare, a health care complaints commissioner, ombudsman or similar) or to another professional association if it is necessary to perform its activities or to fulfil a legal obligation.

AMTA may disclose personal information of individuals who are not members for purposes related to AMTA's relationship with that person. We may disclose their information to providers of goods or services to us or to a government agency or body.

We will also disclose personal information of any individual if the person has consented to the disclosure or where we are required to do so by law.

AMTA does not ordinarily disclose personal information to a person or organisation outside Australia. If we transfer personal information to an overseas person or organisation, we will comply with the requirements of the *Privacy Act 1988* that relate to overseas disclosures.

We do not use or disclose an individual's personal information for direct marketing purposes unless we are permitted to do so under the *Privacy Act 1988*.

### **Use of identifiers**

AMTA assigns a unique membership number to each member to enable it to efficiently perform its functions. A member's membership number appears on the membership correspondence sent to each member. We do not use any government related identifiers as our own identifiers of an individual.

### **Security and integrity**

AMTA takes reasonable steps to ensure the personal information it collects, uses or discloses is accurate, complete and up-to-date. We request members to confirm or update their information on

an annual basis when they complete their membership renewal and members may update their details on the AMTA's public directory at any time.

AMTA also takes reasonable steps to protect personal information it holds from misuse and loss and unauthorised access, modification or disclosure.

### **Access and correction**

An individual has the right to request access to, and to request correction of, the personal information we hold about them. A person may make such request by contacting AMTA's National Secretariat at the details set out below. AMTA will take all reasonable steps to correct information where an individual is able to show that the relevant information is not accurate, complete or up-to-date.

In some circumstances, we may not permit an individual access to some or all of their personal information or we may not agree to correct their personal information. In these cases, we will provide reasons for our decision.

### **Complaints**

If you have a complaint about how we have handled your personal information, please contact our National Secretariat who manages our Privacy Policy at the contact details below. We will endeavour to resolve your complaint promptly.

### **Use of AMTA website**

We will only collect personal information through our website if a person voluntarily provides it. For example, we may record a person's name or email address if they send us an email or submit a web page form.

We may collect non-identifying information in relation to the use of our website, including the type of browser used, the files requested, and the domain name and country from which the request arises. This information may be used to monitor and improve our web site and services and for other purposes.

Our website may use 'cookies' to improve the functionality of the website. The cookie will only identify the website visitor's computer – it does not identify the visitor personally.

Our website may contain links to other websites. Our privacy policy has no application to any other website and AMTA is not responsible for the practices or the content of any other website.

### **Contact**

*AMTA National Secretariat*

Telephone: (03) 9525 9625

Email: [info@austmta.org.au](mailto:info@austmta.org.au)