



Policy Title: Privacy Policy
Policy Date: May 2018

Purpose

Musculoskeletal Australia (MSK) is bound by the Privacy Act 1988 and aims to fully meet the Australian Privacy Principles (APP), which have been introduced effective 12 March 2014.

MSK is committed to protecting the privacy of the people whose personal information it collects. MSK only collects personal information that is reasonably necessary to carry out its functions. All information collected remains confidential and protected and will be used only in the manner set out in this policy.

MSK will maintain a Privacy Policy that complies with the Australian Privacy Principles as stated in the Privacy Act 1988, and establish internal practices, procedures and systems to ensure its obligations are met.

The purpose of this policy is to:

- clearly communicate the personal information handling practices of MSK
- give individuals a better and more complete understanding of the sort of personal information that MSK holds, and the way that information is handled
- explain how individuals can access their personal information held by MSK and correct this information if necessary

Scope

This policy applies to all MSK staff members. For the purposes of this policy, 'staff members' will include:

- Directors of MSK
- Consumer Advisory Committee Members
- every MSK employee
- volunteers and students on placement at MSK
- contractors/sub-contractors and any of their employees whilst engaged on work for MSK
- consultants or consultants' employees whilst on MSK work
- agents whilst acting on behalf of Musculoskeletal Australia.



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Policy

Definitions

Personal information	information or an opinion about an identified individual or an individual who is reasonably identifiable, whether the information or opinion is true or not
Health information	<p>(a) information or an opinion about:</p> <ul style="list-style-type: none">• the health or a disability (at any time) of an individual or• an individual's expressed wishes about the future provision of health and support services to him or her or• a health service provided, or to be provided, to an individual• that is also personal information or <p>(b) other personal information collected to provide or in providing, a health service or</p> <p>(c) other personal information about an individual collected in connection with the donation, or intended donation, by the individual of his or her body parts, organs or body substances or</p> <p>(d) genetic information about an individual in a form that is, or could be, predictive of the health of the individual or a genetic relative of the individual.</p>
Sensitive information	<p>(a) information or an opinion about an individual's:</p> <ul style="list-style-type: none">• racial or ethnic origin or• political opinions or• membership of a political association or• religious beliefs or affiliations or• philosophical beliefs or• membership of a professional or trade association or• membership of a trade union or• sexual preferences or practices or• criminal record,• that is also personal information or <p>(b) health information about an individual or</p> <p>(c) genetic information about an individual that is not otherwise health information.</p>



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Types of information

MSK collects personal information from people who are connected to its operations and activities – including donors and potential donors, members, volunteers, recipients of programs and services, participants in health promotion projects, suppliers, health professionals and service providers.

The personal information we collect is typically:

- Contact information (name, address, email address, phone number)
- Personal details such as date of birth, gender, income
- Areas of interest
- Membership number
- Credit card numbers and / or bank account details
- Health information
- Other information about the individual's relationship to musculoskeletal conditions

MSK collects personal details such as an individual's date of birth to use it to confirm the individual's identity when they contact MSK.

How information is collected

It is MSK's preferred practice to collect personal information directly from the individual or their authorised representative, whether in person, on the telephone, online or through the mail. From time to time MSK also obtains personal information from third parties such as contractors, for example fund-raising providers, list vendors and health professionals.

If MSK collects personal information from a third party and it is unclear that the individual has consented to the disclosure, MSK will take reasonable steps to contact the individual to ensure that they are aware of the circumstances surrounding the collection and purposes for which MSK collected the personal information.

Use of information collected

MSK collects personal information for a number of reasons including:

Marketing – to communicate about donations, products, programs and services, campaigns, new information and events and to maintain accurate details of our supporters' history with the organisation

Programs and Services - to provide information on programs and services and to evaluate and report on these services

Health promotion- to seek individual's support for advocacy campaigns

Volunteering - to seek assistance with volunteering, peer-to-peer fundraising, advocacy and other activities

Other issues - communicating in relation to our operations, activities and objectives, to verify individual's identity, to improve and evaluate MSK programs and services and to comply with relevant laws



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Health information and other sensitive information

As part of delivering and administering programs and services, MSK may collect health information and other sensitive information. MSK will limit the collection of sensitive information to the minimum amount required to perform our services.

Option for anonymity and pseudonymity

Any individual may choose not to disclose their identity or to use a pseudonym when dealing with MSK.

However if the individual does not provide some or all of the personal information requested, MSK may not be able to offer services or the most appropriate information about *MSK* events, programs and projects.

How personal information is secured

We take all reasonable steps to protect all of the personal information we hold from misuse, interference and loss, and from unauthorised access, modification or disclosure. Personal information will be stored on a password protected electronic database, which may be on our database or other third party database storage or server provider. Backups of electronic information are stored offsite.

Hardcopy information is generally stored in our offices or in offsite storage, which are secured to prevent entry by unauthorised people.

Where personal information is stored with a third party we have arrangements which require those third parties to maintain the security of the information. We take reasonable steps to protect the privacy and security of that information.

Personal information will not be disclosed to other organisations unless we specifically obtain the individual's agreement or the individual has requested us to release the information. If an individual wishes to allow another person to access their details held by MSK (e.g. family member, personal assistant) the individual needs to notify MSK in writing so that this permission can be kept with the record.

When external providers are used to produce MSK communications they must sign an agreement to keep individuals' personal information confidential and secure.

From time to time MSK may monitor the way staff members handle telephone calls to our reception or information services. Staff members will alert callers to this practice either verbally or by way of a recorded message. Individuals may request that their call not be monitored in this way.

MSK uses Google Analytics to track visits to the website and therefore measure its effectiveness. Types of data collected include visits, length of visit, viewed pages and the technical capabilities of visitors. These statistics do not identify the individual who is visiting the website. For more information read [Google's Privacy Policy](#)

The MSK website provides links to other websites. These sites are not controlled by MSK and therefore we cannot take responsibility for their privacy practices.



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MSK provides individuals with the opportunity to opt out of receiving communications from MSK.

Access to personal information held by MSK

Individuals have the right to request, in writing, a copy of their personal details held by MSK at any time. MSK will take reasonable steps to verify the individual's identity before granting access to personal information.

Subject to applicable privacy laws MSK will provide individuals with access to their personal information that it holds within 30 days. We will deal with an individual's request to provide access to personal information within 30 days. MSK may charge for reasonable costs incurred in supplying individuals with access to this information.

Privacy laws dictate that in specific circumstances MSK is not required to grant access in such as where:

- access would pose a serious threat to the life, safety or health of any individual or to public health or public safety
- access would have an unreasonable impact on the privacy of other individuals
- the request is frivolous or vexatious
- denying access is required or authorised by a law or a court or tribunal order
- access would be unlawful, or
- access may prejudice commercial negotiations, legal proceedings, enforcement activities or appropriate action being taken in respect of a suspected unlawful activity or serious misconduct

If MSK refuses to grant access to the personal information, MSK will provide the reasons for that decision and the avenues available to complain about the refusal.

Correcting personal information held by MSK

Individuals have the right to update and/or alter their personal details held by MSK at any time. MSK will also take reasonable steps to correct personal information it holds when it is satisfied that the information is inaccurate, out of date, incomplete, irrelevant or misleading for the purpose for which it is held.

MSK will take reasonable steps to verify the individual's identity before making any corrections to or deletion of personal information.

Individuals have a right at any time to request access to their personal information and to request its correction. Individuals may contact the MSK Privacy Officer using whichever of the following mechanisms is convenient:

- Freecall 1800 263 265
- Email: info@msk.org.au
- Mail us at: MSK Australia, 263–265 Kooyong Road, Elsternwick, Vic 3185
- Fax us on 03 9530 0228



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Making a complaint

Any complaints about a potential breach of this policy should be made in writing in the first instance to the General Manager Corporate Services at the above address. MSK will respond to a complaint within 30 days.

Access to this policy

This policy will be placed on the MSK website with a prominent link from the home page.

Copies of this policy will be provided in hard copy to any person who requests it, free of charge.

Disclosure of personal information

MSK does not disclose personal information to organisations or individuals (except with the express consent of the individual concerned).

Procedures

MSK will take reasonable steps to maintain practices, procedures and systems to ensure compliance with the *Privacy Act 1988*, including:

- procedures for managing privacy risks at the time of collection, use, storage and disposal of personal information
- security systems to protect personal information from misuse
- regular staff training and information bulletins on how the APPs apply
- inform and educate staff and contractors to ensure compliance

Related Policies and Documents

- *Privacy Act 1988*
- *Freedom of Information Act 1982*

Contact

General Manager – Corporate Services

Approved by: Chief Executive Officer
Date of Policy: June 5 2018