

## PRIVACY POLICY

### **SHPA respects your right to privacy**

As a valued member of the Society of Hospital Pharmacists of Australia (SHPA), we want you to know that we are committed to protecting your privacy. SHPA operates in accord with national privacy legislation ([www.privacy.gov.au](http://www.privacy.gov.au)) to protect your personal information. SHPA's usual practices accord with the ten National Privacy Principles (NPPs). This policy sets out how SHPA manages personal information and meets the NPPs.

### **How SHPA collects your information**

SHPA collects personal details from you in order to provide member services. Details are originally sourced from membership application processes or surveys from time to time (e.g. your areas of professional interest). Surveys help us to improve our level of service to you and to maximise the benefits that you enjoy. We do not intend to collect sensitive information and in the event that you believe that information requested may be sensitive, you are under no obligation to provide it.

When you visit our website, general information including the timing of your visit and pages accessed, information downloaded etc. may be collected. This information may be used by SHPA and/or our website hosts in aggregated form to improve the quality and useability of our website.

### **SHPA privacy practices**

Your personal information is used by SHPA Federal Council and Secretariat, Branches, Committees, Conference organisers etc. for the primary function of providing membership services to you. Most of these functions are routine and described in the membership benefits brochure ([www.shpa.org.au/pdf/about/member\\_benefits.pdf](http://www.shpa.org.au/pdf/about/member_benefits.pdf)).

From time to time, new membership benefits may be negotiated and/or professional issues may arise which directly relate to the SHPA mission areas or core activities/interests of members. In such instances, mailing lists may be provided to approved third parties following approval by the SHPA Privacy Compliance Officer under the guidance of Federal Council. It is expected that any such third parties would also operate under Australian privacy laws. Member's information would only be provided outside Australia in the event of a contract arrangement to provide core SHPA activities/benefits e.g. a conference jointly held by SHPA and the New Zealand Healthcare Pharmacists Association. Information is not otherwise disclosed to third parties, except as required to arrange delivery of and payment for goods and services.

All reasonable steps are taken to ensure that the membership database and personal information used to process payments is securely maintained electronically to prevent unauthorised access. Hardcopy files are stored in locked premises. The membership database is maintained in the Federal Secretariat and from this e/ mailing lists are generated. This database provides unique national membership numbers. It also holds records of past members for reference to the membership number, in the event that a past member re-joins SHPA. Every effort is made to maintain accurate information, with prompts regarding changes requested with Journal mailouts and membership renewal notices. Members may access their own information, but for security reasons this may require a member to provide a written request for such information, unless this is undertaken by an individual member directly via secure web access to the relevant section of membership or CPD records.

### **Your queries about the SHPA Privacy Policy**

Queries about privacy matters may be directed to the SHPA CEO who acts as the Privacy Compliance Officer. S/he is responsible for implementing elements of this policy, staff training in the Federal Secretariat and as a point of contact for privacy matters. This policy will develop and change over time under Federal Council direction. Members will be notified of changes via the SHPA Bulletin and website.

*Reviewed and approved by Federal Council: August 2007*

---

## The Society of Hospital Pharmacists of Australia