

1. Purpose

This privacy policy provides a summary of the personal information held by the Society of Hospital Pharmacists of Australia (SHPA) and how such information is collected, held, used and disclosed, as well as your rights regarding your personal information.

2. Scope

This policy is applicable to all SHPA customers, office bearers, staff, and members and those acting on behalf of SHPA. They are: Federal Councillors, members of the Council committees and Reference Groups, Branch office bearers, Committees of Speciality Practice members, SHPA staff, conference organising committees, the Research and Development Grants and Awards Committee (RDGAC) and members involved in the planning and delivery of SHPA activities.

3. Background

SHPA operates in accordance with the [Australian Privacy Principles](#) (APPs) under the national privacy legislation.

This policy should be read in conjunction with the Pharmacy Board of Australia's [Code of Conduct](#), the SHPA [Conflict of Interest policy](#) and the SHPA [Code of Ethics](#).

4. Policy Statement

For governance, financial and legal purposes, SHPA is required to retain information collected from its members and customers, to provide membership services and other services.

This information will be stored securely in accordance with APP legislation, protected from misuse, loss, interference, unauthorised access, modification or disclosure through the use of current, compliant and secure software systems, membership database clients and financial transaction software and systems.

SHPA servers are protected by current anti-virus and anti-malware software and we encourage members and customers to have the appropriate safeguards on their devices. However, the internet is not an absolutely secure platform of transmitting information. While SHPA accepts responsibility for the information and data once delivered to SHPA servers, SHPA cannot accept responsibility for the security of information you send or receive from us while in transmission. SHPA does not sell member lists.

Where information is requested from the members or customers, that information will only be used for the specific defined purpose it was collected.

5. Compliance

The SHPA Privacy officer is responsible for:

- ensuring compliance to this policy
- reviewing requests and approving access to information outside of the conditions described in this policy
- receiving and resolving any complaints received regarding this policy

For more specific examples of how SHPA handles your personal information and ensures your privacy, please see the FAQs. The Privacy Policy is available on the SHPA website and is provided to all contractors. Any queries should be directed to the SHPA Privacy Officer at privacy@shpa.org.au.

Frequently Asked Questions

How and why does SHPA collect your personal information?

SHPA collects information that is necessary to administer the accounts of members and customers in the provision of services and goods. In addition, it helps us improve our level of service to you and maximise the benefits you enjoy. SHPA also collects information from suppliers to facilitate logistics and accounting purposes, and to comply with legal and accounting requirements

SHPA may collect information in a range of ways, including:

- when you provide it directly to SHPA, for example, by submission via our website, any electronic or paper forms, email, surveys, telephone or social media conversation
- in the course of providing you with your requested goods or services from publicly available sources (e.g. Australian Health Practitioner Regulation Agency website)
- from our records of your use of our services (e.g. accessing SHPA website, viewing SHPA e-News, subscriptions to SHPA MedCPD e-News)

What personal information does SHPA collect?

SHPA only collects information that is required for us to provide our services or to complete legal transactions. Information collected may include name, address, email, telephone numbers, place of practice, AHPRA number.

SHPA does not collect, hold, use or disclose sensitive information about you.

How does SHPA use your personal information?

SHPA uses your personal information to:

- maintain your membership records, and hold CPD records entered by you directly
- maintain your customer records
- provide membership services and distribute promotional material
- provide mailing lists for distribution of the Journal of Pharmacy Practice and Research (JPPR) and e-News
- complete financial transactions such as payments and receipts
- comply with all applicable laws

How does SHPA store and protect your personal information?

SHPA holds your information securely. Your information is protected from misuse, loss, interference, unauthorised access, modification or disclosure through the use of secure systems, user logons and passwords. Hard copies with your personal information are either kept in secure storage, or destroyed by licensed secure records disposal companies.

Your payments to SHPA via your credit cards are processed via an international e-commerce organisation via Secure Sockets Layer protocol (SSL), and SHPA does not keep a copy of your credit card numbers.

Our computer system is protected by up-to-date anti-virus and anti-malware software. However, the internet is not a secure platform of transmitting information and we cannot monitor the status of your computer. We therefore cannot and do not accept responsibility for the security of information you send or receive from us over the internet.

Does SHPA send personal information overseas?

Member's information would only be provided outside Australia in the event of a contract arrangement to provide core SHPA activities or benefits, for example, to the publisher of the JPPR and dissemination of the e-News. When member's information is provided to an

overseas company, SHPA ensures that the recipient of the information is subject to legislation or policies which aim to protect the privacy of the information.

What about direct marketing?

SHPA may from time to time contact you regarding our education, activities, membership and our publications. We may also inform you of any new developments, goods or services that we believe may be of interest to you.

You may opt-out of receiving this material through the unsubscribe function on each direct communication, or by notifying us on shpa@shpa.org.au.

How is the accuracy of information maintained?

SHPA only uses the most recent and up-to-date information you provide to us. Every effort is made to maintain accurate information, with prompts regarding changes to your personal information requested from time to time. For example, members are reminded to update or amend their personal information at the annual membership renewal. In addition, members can logon to the SHPA website to update or amend their personal information at any time.

What are my rights to access and correct my information?

According to the APPs to request access to and correction of information we hold about you. If you find an error, or you think certain information is out-dated or missing, you can notify us and we will amend the records. To request access to or to correct your personal information, please contact the SHPA Privacy Officer at privacy@shpa.org.au.

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