

CPMC Privacy Policy and Procedure

Introduction

This Policy details the Council of Presidents of Medical Colleges' (CPMC) Privacy Policy and related information handling practices and provides guidelines for access to any personal information retained by the CPMC, particularly in relation to its members. This includes information collected in relation to the CPMC website and platforms.

CPMC is committed to ensuring the privacy of individuals, in accordance with applicable privacy principles, such as the Australian Privacy Principles set out in the *Australian Privacy Act 1988* and the Information Privacy Principles contained in the *New Zealand Privacy Act 2020*, and the *EU General Data Protection Regulation*.

The Freedom of Information Act 1982 (FOI Act) applies to Australian government departments and agencies or State public sector agencies. As CPMC is a company limited by guarantee, the FOI Act does not apply.

When information is collected directly from individuals, CPMC may provide further relevant privacy information to the individual at the point of collection, in which case, such information should be read in conjunction with this Policy.

1. Why do we collect personal information?

CPMC routinely collects personal information about individuals and those persons who use, access, provide or participate in the CPMC's services, events, and activities.

The collection of this information enables the CPMC to effectively carry out its principal roles as a membership organisation and an employer. It also allows the provision of CPMC services such as meetings and events and enables the CPMC to procure goods and services from suppliers and generally interact with third parties. Further the collection of information by the CPMC to enable employees or contractors of the organisation to contact individuals and ensures access to member only services on the CPMC website.

2. What personal information do we collect?

CPMC may collect personal, health and sensitive information about members, stakeholders, CPMC Staff and other individuals who interact with the CPMC. The information CPMC collects about individuals includes name, address, contact details relevant to their relationship to CPMC functions and activities.

Except where it is unreasonable or impracticable to do so, or where it occurs with an individual's permission, CPMC will collect this information only from the individual concerned. In addition, unless permitted or required to do so by law, CPMC will not collect sensitive information about an individual without their consent.

3. How is personal information collected?

Ordinarily, personal information will be collected from an individual directly, either in person, by telephone, in writing or via the internet.

However, in some situations the CPMC may need to collect personal information about an individual from a third party such as:

- the CPMC's consultants, auditors, lawyers, contractors and contracted staff or service providers that provide goods or administrative or other services in connection with the activities of the CPMC;
- entities and institutions who provide services or undertake activities in conjunction with, or in association with, the CPMC;
- regulatory authorities and bodies, professional or specialist societies and associations, hospitals and health centres and relevant complaints tribunals and government departments and agencies; and
- an individual's agent (with an individual's authority).

If the CPMC needs to collect personal information about you from a third party not mentioned in this Policy, then the CPMC will first endeavour to obtain your consent. If that is not practicable then the CPMC will only obtain personal information from a third party if it is necessary for us to perform our functions or comply with applicable laws. In any event, the CPMC will inform you about such third-party personal information and only use that information in accordance with this Policy.

Where the CPMC receives personal information about you, which was not solicited, then that information will be dealt with in accordance with this Policy and applicable Privacy Principles.

The main points at which personal information is collected include, but are not limited to:

- On joining CPMC as a member or stakeholder.
- On applying to and joining CPMC as an employee or member of the Board or other CPMC governing body or entity.
- On registering for CPMC events such as Board, CEO and Stakeholder meetings.
- On visiting CPMC's website.

4. How is personal information used?

CPMC will only collect information needed for a particular function or activity. The information collected will depend on the individual's relationship with the CPMC. CPMC will use personal information to carry out its functions and activities. Functions and activities of the CPMC include, but are not limited to:

- to provide membership services and benefits and maintain associated records;
- to enable planning, policy and service development and to market, advertise or otherwise promote the CPMC ;
- to monitor, deal with, report and investigate potential misconduct;
- to provide workplace and training environments that are free from discrimination, bullying and sexual harassment;
- to effectively operate a complaints resolution process;
- to implement, monitor and maintain quality assurance processes and systems, as well as processes and systems concerning regulatory matters, registrations, accreditation, audits, risk and claims management (including dealings with insurers); to procure funding, donations or other support for the activities of the CPMC;
- to provide or undertake any of the other activities referred to in this Policy; and
- to conduct or facilitate research or surveys for purposes related to the CPMC and/or one or more of the above activities.

Information may also be used for secondary purposes which directly relate to the primary purpose of collection or any other purpose which is authorised by the individual, or which is required or authorised by law.

CPMC may also make ancillary use of your personal information for purposes other than those described above where an individual would reasonably expect the CPMC to use such information.

5. How is personal information disclosed?

CPMC will share personal information amongst its staff, officers, committees, and board where appropriate, to better achieve the CPMC's primary, secondary or ancillary purpose.

From time to time, CPMC may disclose your personal information to certain third parties. If the CPMC does this, it will require the third party to protect your personal information in the same way and to the same standards as the CPMC.

The types of third parties to whom your personal information may be disclosed includes, but is not limited to:

- providers of goods and services to the CPMC;
- entities and institutions who provide services or undertake activities in conjunction with or in association with the CPMC;
- regulatory authorities and bodies, professional or specialist societies and associations, hospitals and health centres, relevant complaints tribunals, and government departments and agencies
- where the CPMC collects an individual's information from someone else, or another entity, to that person or entity;
- where the law requires or permits the CPMC to do so;
- an individual's agent (with an individual's authority); and
- to assist with mail-outs to members and stakeholders.

Information supplied in such circumstances is disclosed to suppliers for the contracted purpose. Failure by the third party to act in accordance with this policy and other contractual and legal obligations may result in termination of the relationship with CPMC. CPMC takes no responsibility or incurs any liability for the errors or omissions of third parties.

All specific requests for information from a third party will be documented.

5.1 Overseas disclosures

In certain situations, CPMC may disclose your personal information to organisations based overseas, countries include:

- Australia (if an individual is based in New Zealand).
- New Zealand (if an individual is based in Australia); or
- any other country in which the CPMC's members may be located.

CPMC will take reasonable steps to ensure that receipting organisations will abide by Australian or New Zealand privacy laws, as applicable, when dealing with personal information.

5.2 The CPMC website and publications

The software used by CPMC in connection with the CPMC website and web-based services may record (amongst other things):

- unique visitors and sessions;
- requested pages, downloads, search terms used, posted forms, status and errors, hits and bytes downloaded per directory, file, and file type;
- entrance pages, exit pages, click paths, click to and click from and length of session;
- domains, countries, and IP addresses; and
- browsers, platforms, and bots.

The statistics are de-identified at the time of recording. This information is used for administrative purposes, including to improve and assess services, and to monitor usage and patterns to improve navigation and design features. – helping users to get information more easily.

CPMC sites use cookies to manage login and logout.

The CPMC's Privacy Policy is available on the CPMC website.

CPMC may use sound and image recordings (including photographs) in the production of educational and promotional material for CPMC purposes. Such material may be published, either in electronic media (including our website) or in hard copy publications. CPMC officers may also take image recordings of attendees at CPMC events, which may be published on the CPMC website or other media with your consent (express or implied).

6. Special uses and disclosures

This clause sets out additional provisions relating to special purposes for which your personal information may be collected, used or disclosed by CPMC. It is in addition to all other provisions in the Policy.

6.1 CPMC members and stakeholders

Without limiting the scope as defined through other sections of this Policy, personal information about CPMC members and stakeholders is used to conduct CPMC business. Information may, without limitation, be disclosed to CPMC Staff, CPMC Board, committees and bodies, external suppliers, and societies and associations of which the individual is a member.

6.2 Information requests from members and stakeholders

Requests for the names, practice addresses (and practice / business email addresses) of members may be provided. CPMC can also confirm that a person is a member or stakeholder of the CPMC. Any other information will not be provided without their permission (unless required or authorised by law).

In response to a request for information the CPMC may pursue one of two options (although it is not obliged to do so):

- The CPMC may elect to contact the member or stakeholder and advise them that information is being requested about them and seek their express consent to release it; or
- The CPMC may elect to obtain the contact details of the requester and provide this to the member or stakeholder allowing them to contact the requester directly.

6.3 Information requests by CPMC Staff members regarding other CPMC Staff members

Personal contact information of each CPMC Staff member is retained in CPMC files for use as required by the Finance and HR department or in the case of an emergency. Requests for the contact details of CPMC Staff members by other CPMC Staff members will be considered on a case-by-case basis by the CEO of CPMC.

6.4 Overseas recipients

CPMC is a corporate entity which is registered in Australia and operates in both Australia and New Zealand where its College Members are active. As of necessity, personal information may be collected, used, and disclosed between those countries in respect of members and stakeholders.

7. How is personal information kept?

The CPMC undertakes to protect personal information from unauthorised use, access, disclosure, and alteration. Staff must comply with the handling of personal information as per this policy. IT security systems and internal procedures are also utilised to protect the personal information held by the CPMC.

Consistent with contemporary business practices, the CPMC contracts its infrastructure hosting to resilient and reliable outsourced data centres. The data centres are in Australia. However, the nature of cloud computing means that occasionally data may be stored on servers in other jurisdictions. In the rare occasions where data is stored in other jurisdictions, the CPMC aims to ensure that the service provider has adequate security and complies with all relevant Australian Privacy legislation.

Wherever practicable the CPMC will hold all personal information in electronic form. In the case that personal information is retained in hard copy, these documents will be securely stored.

8. Accessing personal information

An individual may contact the CEO of CPMC at any time to access their personal information held by the CPMC, unless the personal information is expressly to remain confidential as stated in other CPMC Regulation or policy. The request will be addressed in accordance with privacy legislation. Access will not be provided where the request does not relate to personal information or where the applicable privacy laws permit or require the CPMC to decline that access. As permitted by law, a fee may be requested to cover the cost of access.

9. Correction of personal information

CPMC seeks to maintain the accuracy of personal information. Individuals are encouraged to contact the CPMC if the information held is incorrect or to notify the CPMC if personal information has changed.

10. Anonymity

An individual may elect not to identify, or to ask CPMC to not use or disclose, the individual or their personal information. However, doing so may limit the services the CPMC can reasonably provide to the individual.

For example, CPMC cannot practically provide membership services to a person who wishes to be a member of the CPMC but who does not provide their personal information or who does not consent to their personal information being used or disclosed.

11. Sensitive information

CPMC may collect sensitive information from time to time in accordance with applicable laws.

‘Sensitive information’ means information about an individual’s attributes, such as racial or ethnic origin, political opinions, membership of a political, professional or trade association, philosophical beliefs or affiliations, membership of a trade union, sexual preferences or practices, or criminal record.

Wherever practicable the CPMC will hold all sensitive information in electronic form. In the case that sensitive information is retained in hard copy, these documents will be securely stored.

12. Concerns

Any inquiries or concerns about the CPMC’s handling of personal information should be directed to the CEO at ceo@cpmc.edu.au. Concerns may be required to be formally made in writing.

Concerns will be resolved in a timely manner by reference to this Policy and applicable laws. The person raising the concern will be notified of the CPMC’s response to the concerns, including any remedial action CPMC will take to resolve the concern, in writing.

The websites of the Office of the Australian Information Commissioner and the Office of the New Zealand Privacy Commissioner are an additional source of information – www.oaic.gov.au and www.privacy.org.nz.

13. Amendments to this policy

The CPMC may modify or amend this Policy at any time provided the Policy still complies with applicable laws. Formal notice of amendments to this Policy will not ordinarily be given, but the current version of this Policy will be available via the CPMC website.

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