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## PRIVACY OF PERSONAL INFORMATION

### POLICY

#### 1. PURPOSE AND SCOPE

The Royal Australasian College of Medical Administrators (ABN 39 004 688 215) ("RACMA") is committed to protecting the privacy and confidentiality of the information RACMA collects from you.

Information collected on individual members, subscribers and contacts is kept confidential and will only be accessed by authorised persons within RACMA and authorised representatives unless advised otherwise. A representative from the Office of Chief Executive will be the nominated RACMA 'Privacy Officer' and will be responsible for the implementation and management of the policy and procedures.

RACMA ensures that any agents, contractors and/or third parties engaged to provide services, are required to protect all personal information collected.

RACMA is bound by the Privacy Act 1988 (Cth) ("the Privacy Act") and the Australian Privacy Principles contained within the Privacy Act, which regulate how we may collect, store, use and disclose personal information, and how individuals may access, and correct information held about them. RACMA is also bound to comply with other laws, including more specific privacy legislation in some circumstances and in some jurisdictions (where applicable), such as:

- applicable data protection and privacy legislation of individual Australian States and Territories and New Zealand;
- applicable health privacy legislation of individual Australian State and Territory and New Zealand when RACMA collects and handles certain health information;
- the Spam Act 2003 (Cth) and Do Not Call Register Act 2006 (and any corresponding legislation in New Zealand).

The handling of employee records is generally exempt from the Privacy Act and this policy does not apply to that information. However, the Privacy Act still applies to personal information about job applicants, contractors and volunteers, and health privacy legislation still requires RACMA to protect the privacy of employee health information. This policy will apply in those circumstances.

#### 2. PERSONAL INFORMATION

By "personal information" we mean information or an opinion about an identified individual, or about an individual who can be reasonably identified from the information.

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The personal information RACMA collects about you will depend on your relationship with RACMA as this will dictate what personal information is needed in order for RACMA to carry out its functions and activities. For example, if you:

- are a RACMA member, we collect information including name, address, phone number, email address, payment information and other information related to membership and participation with RACMA;
- apply for the Fellowship Training Program, we collect information including name, address, phone number, email address, qualifications, training to date, eligibility to work in Australia, past and current employment information and other information relevant to administration of the program;
- apply or enrol for one of our education programs or courses, we collect information including name, address, phone number, email address, registration number and payment information and any other information relevant to the particular education program or course;
- apply for employment with RACMA, we collect information including name, address, phone number, email address, qualifications and work history and other information relevant to assessing your application; and
- are a contractor seeking to supply products or services to us, we collect information including name, address, phone number, email address, qualifications and experience and other information relevant to assessing whether we will engage you.

### 3. SENSITIVE INFORMATION

There is a subset of “personal information” called “sensitive information”, which is afforded a higher degree of protection under the Privacy Act. Sensitive information includes any information about a person’s racial or ethnic origin, political opinion, membership of a political association, religious beliefs or affiliations, philosophical beliefs, membership of a professional or trade association, membership of a trade union, sexual preferences or practices, criminal record or health or biometric information.

RACMA will only collect sensitive information where it is reasonably necessary for its functions or activities, and you have consented, or the collection is otherwise required or authorised by law.

RACMA may invite you to nominate whether you identify as Aboriginal, Torres Strait Islander or Māori. This is purely voluntary and will not affect your access to services in any way. If you do provide this information, RACMA will use it to support the development of appropriate services and cultural responsiveness for RACMA. We may also report this on a de-identified basis to other entities concerned with the provision of services to Indigenous peoples.

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RACMA may also request:

- information about an individual's membership of professional bodies and professional registrations as part of a Specialist International Medical Graduate (SIMG) assessment or to support other RACMA functions; or
- health information to assess a request for special consideration or adjustments.

#### **4. COLLECTION**

RACMA may collect personal information in person, in writing, by email, by telephone and through its website. Most of the personal information RACMA collects is collected directly from the individual concerned. However, RACMA may also collect personal information from third parties, such as referees, employers or colleagues of a member or applicant for membership.

RACMA may also collect personal information about people associated with members and applicants for membership, for example when an applicant or member provides us with, names and contact details for referees or supervisors. In this situation individuals providing the information must ensure that they only provide personal information about a third party with the knowledge and consent of that third party.

#### **5. USE**

RACMA will use your personal information to fulfill its functions and activities, such as:

- facilitating the provision of services by RACMA (including but not limited to RACMA's fellowship administration services, scholarships, the selection to and delivery of RACMA's training program including peer review, assessments, examinations and continuing professional development programs, and the organisation of educational conferences and meetings);
- reporting to the Medical Board of Australia, Australian Medical Council, Medical Council of New Zealand, Australian Health Practitioner Regulation Agency, a Candidate's employer, training site and other regulators and bodies in relation to a Candidate's training, peer review, assessments, examinations, or as otherwise permitted or required by law;
- the assessment of SIMGs' training, qualifications and experience. For this purpose, the Medical Board of Australia, Australian Medical Council, and the Medical Council of New Zealand may disclose the applicant's personal information to RACMA. RACMA may need to clarify this information with external institutions or individuals and obtain additional information to complete relevant assessments;
- organising and conducting continuing education and training programs (CPD);
- monitoring and investigating the conduct of members and employees under the RACMA Constitution, Code of Conduct, Whistleblowers and other relevant policies;
- procuring goods and services;

- contacting you;
- conducting anonymous voluntary member surveys in order to gain member feedback on RACMA matters and improve the services provided by RACMA to members;
- providing member-related information to you, including invitations to RACMA related events;
- supporting and managing password protected, member-only access to RACMA website and other online platforms;
- supporting and managing an online member and public directory on the RACMA website;
- administering the activities of a RACMA member in fulfilling their representative duties, such as a position on the Board, Committee, as a training supervisor/mentor or examiner;
- supporting the collection of data on workforce and training matters in policy positions;
- maintaining lists of RACMA members to contact, i.e. with a particular area of sub-specialty interest, such as Policy and Advocacy;
- providing membership services and benefits and maintaining membership and service/benefits records;
- providing workplace and practice environments which are free from discrimination, bullying and sexual harassment;
- operating a complaints resolution process with external review and appropriate sharing of information with hospitals and employers;
- risk and claims management (including dealings with insurers);
- procuring funding or other support for the activities of RACMA; and
- recruiting suitable applicants to vacancies within RACMA.

RACMA may make ancillary use of your personal information for other related purposes where you would reasonably expect us to do so or we are otherwise required or authorised by law.

## 6. WEBSITE COLLECTION

When you visit the RACMA website and online services, RACMA's servers collect routine logging information such as the pages visited, the time of your visit, the web browser that you are using, and the IP address associated with your request. RACMA uses this information to learn about visitors preferences and use of the RACMA website, so that it can improve the RACMA website.

## 7. DIRECT MARKETING

RACMA may use or disclose your personal information from time-to-time for the purpose of informing you about RACMA services and events and to advertise training courses or member opportunities directly to RACMA Fellows, its members and training Candidates. You might receive communications directly from RACMA or a marketing agency on our behalf or including in our newsletters and other publications.

## 8. ANONYMITY

You have the option of not identifying yourself or using a pseudonym when dealing with RACMA when it is lawful and practicable to do so. However, on some occasions we will not be able to complete our functions while you are anonymous or using a pseudonym. You will be notified by the Privacy Officer if this is the case and the impact if you choose to remain anonymous or use a pseudonym.

## 9. DISCLOSURE

### 9.1 How will personal information be disclosed

Your personal information will be disclosed to RACMA staff, Board Members, Officers, Committees, Sub-committees and working groups as required in order for them to discharge their obligations and duties to RACMA and in accordance with both the Privacy and Confidentiality Policies.

RACMA may also disclose personal information to the following third parties:

- with your permission, to other RACMA members or to the general public in our member directories;
- the Medical Board of Australia, Australian Medical Council, Medical Council of New Zealand, Australian Health Practitioner Regulation Agency, a Candidate's employer, training site and other regulators and bodies in relation to a Candidate's training, peer review, assessments, examinations;
- hospitals, health services and other employers of its members in connection with training, graduate assessment, complaints handling and mandatory course completion;
- other medical colleges and health organisations;
- providers/suppliers of goods and services to RACMA;
- Government departments and agencies;
- where the law otherwise requires or permits RACMA to do so.

### 9.2 Overseas as Disclosure

In certain situations, RACMA may disclose your personal information to organisations based overseas such as in countries including:

- Australia (if an individual is based in New Zealand);
- New Zealand (if an individual is based in Australia); or
- any other country in which RACMA's members may be located or with whom we have an agreement. i.e. Hong Kong College of Community Medicine.

Generally, this will occur in the provision of services to you and the transfer of this information will have been authorised by the Privacy Officer.

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RACMA will take all reasonable measures to ensure that overseas organisations receiving personal information will abide by Australian or New Zealand privacy laws, as applicable, when dealing with the personal information.

From time to time, we will engage IT service providers to assist us to collect, store and manage your personal information. For example, we may upload personal information to cloud-based data management systems. Some of those IT service providers may be located outside Australia but we will take reasonable steps to ensure they comply with the Australian Privacy Principles or are otherwise subject to a law that has the effect of protecting your personal information in a way that is substantially similar to the way the Privacy Act protects the information, and that you can access mechanisms to enforce the protection of that law.

### **9.3 Website and Publications**

With your consent, RACMA may also disclose personal information such as name, title, RACMA position, and place of work to the media, the public as part of webinars and forums, and through physical and digital applications and publications (including RACMA's website, social media, emails and newsletters).

### **9.4 Committee Members and Officers**

Records indicating examination performance, work performance and other information on individual candidates' and/or members will be available to the RACMA Board, its various committees, sub-committees, working groups, and supervisors/preceptors/Censors. Such information which is required for review of an individual's performance in their work environment, in an assessment, in a CPD program or for other authorised RACMA activities and purposes, will be treated in confidence by all Committee members and Officers and subject to this policy.

Any appointed members to a RACMA Committee, subcommittee or role as an Officer will be required to sign a Confidentiality Agreement and comply with the Records Management policy, which outlines their responsibilities for handling, accessing and cleansing information. All active committee members are recorded in a Privacy of Information register, that will be maintained by the Privacy Officer.

### **9.5 Enquiries by the public regarding any category of Members**

Apart from confirming status, currency of membership and specialty of a Fellow / Member, no personal information will be disclosed to a member of the public without written consent from the Privacy Officer and where applicable, the individual concerned, except as required or authorised by law. Members of the public include spouses, family members, and colleagues. As part of credentialing Fellows, RACMA information provided to an employer only pertains to members status, CDP compliance or currency.

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## 9.6 Workforce data

RACMA publishes reports and information on its selection, training and accreditation activities and candidate assessment on the RACMA website. This information is aggregated and de-identified. RACMA will not provide any further data without approval of the Privacy Officer.

## 10. SECURITY AND STORAGE

- 10.1 RACMA stores your personal information in both electronic IT systems as well as paper files. RACMA uses secure third-party data storage facilities and services to manage this data.
- 10.2 RACMA maintains strict protocols for the storage of information, and this will only be accessed by people that have the authority to do so, as identified by the Privacy Officer. There is in place physical security (such as locked security systems) and electronic security (such as firewalls and access controls for computer systems).
- 10.3 RACMA will destroy or permanently de-identify personal information if it is no longer needed for the purposes for which we collected it; or for the purposes of meeting legal and regulatory requirements.
- 10.4 RACMA has in place a security disposal system for all paper files, correspondence and any other hardcopy documents that contain personal information that is no longer needed.
- 10.5 All information stored in electronic form that is no longer required will be deleted from RACMA systems and/ or those of our third-party data storage and networking suppliers.

## 11. TRAINING AND AWARENESS

The Privacy Officer maintains the Privacy of Information register to ensure all Employees, Committee Members and Officers receive appropriate awareness and training in:

- privacy legislation and matters;
- this policy;
- RACMA Privacy processes and requirements; and
- data breach procedures

## 12. BREACHES

A privacy breach is the result of unauthorised access to, or collection, use or disclosure of personal information. All privacy breaches (actual or potential) must be reported to the Privacy Officer without delay.

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### 12.1 Process

As soon as the Privacy Officer becomes aware of a privacy breach, or suspected breach, the Privacy Officer will:

- take appropriate action to contain the breach and undertake a preliminary assessment of the breach;
- evaluate the risks associated with the breach;
- determine who needs to be notified, including whether the person(s) concerned, and/or the relevant government agency, should be notified, and how that notification should occur; and
- record, monitor and review the breach.

### 12.2 Reporting

The Privacy Officer must undertake a prompt assessment and comply with any mandatory reporting obligations under the relevant legislation in Australia and New Zealand.

## 13. ACCESS AND CORRECTION

An individual may contact the Privacy Officer to access their personal information held by RACMA. For ease of processing, we ask that you email your request to the Privacy Officer at [info@racma.edu.au](mailto:info@racma.edu.au). The request will be addressed in accordance with privacy legislation.

RACMA seeks to maintain the accuracy of the personal information it holds. Individuals are encouraged to contact the Privacy Officer by email at [info@racma.edu.au](mailto:info@racma.edu.au) if they believe the information we hold is incorrect or has changed.

RACMA staff may contact the Human Resources Department at [HR@racma.edu.au](mailto:HR@racma.edu.au) regarding access to their personal information.

## 14. COMPLAINTS

For ease of processing, we ask that any complaints regarding RACMA's handling of your personal information be sent in writing to the Privacy Officer at the contact details below. The Privacy Officer will endeavour to respond to your complaint within a reasonable timeframe (usually 30 days).

If you are unhappy with the response from RACMA, you can direct your complaint to the Federal Privacy Commissioner at:

Office of the Australian Information Commissioner  
Phone: 1300 363 992  
Web: [www.oaic.gov.au](http://www.oaic.gov.au)

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## 15. CONTACT

Our contact details for privacy queries and complaints are as follows:

The Privacy Officer  
Royal Australian College of Medical Administrators  
Suite 1, 20 Cato Street Hawthorn East, Victoria, 3123  
Email: [info@racma.edu.au](mailto:info@racma.edu.au)  
[Tel: +61 3 9824 4699](tel:+61398244699)

## 16. RESOURCES

- [www.oaic.gov.au](http://www.oaic.gov.au) and [www.privacy.org.nz](http://www.privacy.org.nz)
- Australian Privacy Principles set out in the Privacy Act 1988 (Cth)
- Information Privacy Principles contained in the Privacy Act 2020 (NZ)