

Council of Ambulance Authorities Inc.

Privacy Policy



1. Purpose

- 1.1. The purpose of this policy is to describe in general terms how the Council of Ambulance Authorities Inc collects, holds, uses, and discloses your personal information. Our procedures for collecting and handling personal information uphold the principles of the Australian Privacy Principles under the Privacy Act 1988 (Cth). The Council of Ambulance Authorities Inc is bound by the Australian Privacy Principles

2. Definitions used in this Policy

CAA - The Council of Ambulance Authorities Inc

3. Policy Statement

- 3.1. CAA is committed to protecting the privacy of the personal information you provide to us. Please read this Policy carefully to understand what we do. If you do not understand any aspect of this Policy, please contact our staff using the contact information provided in Section 6.1.
- 3.2. By voluntarily supplying us with your personal information you are agreeing to be bound by this Policy. We may update our Policy from time to time. The most recent version of this Policy will be available on our website: www.caa.net.au

4. Procedure

4.1. Kinds of personal information we collect

- 4.1.1. We only collect personal information that we require for the purposes of our business functions and activities.
- 4.1.2. We always tell you who we are and what we intend to do with your information when we receive it.
- 4.1.3. The kinds of personal information we collect about you depends on the services we are providing to you. Generally, the personal information we collect from you will include:
 - Name
 - Gender
 - Contact details (including phone number, email address and mailing address)
 - Financial and payment information (if relevant)

If you do not provide all of the personal information we require, we may be unable to provide you with the products or services you are seeking.

4.2. How we collect personal information

- 4.2.1. We generally collect personal information directly from you, either in person, or by telephone or through written information or forms that you submit to us including electronically.
- 4.2.2. If you provide us with information about a third party, you warrant that the third-party consents to us collecting and using their personal information in accordance with this Policy.

4.3. How we use and disclose personal information

- 4.3.1. We will only use your information, in whole or in part, for the purposes for which it was collected (primary purpose) or a purpose related to that primary purpose if it would be reasonably expected by you or where we have separately obtained your consent.
- 4.3.2. By providing us with your personal information, you consent to us using and disclosing your personal information for the following purposes:
 - providing you with our products and services
 - responding to enquiries and to provide you with information you have requested
 - communicating with you and providing information to you about any services you have booked and our business
 - obtaining your feedback on our products and services
 - conducting marketing and other promotional activities, including to send you newsletters, surveys, offers and other promotional materials
 - reducing or avoiding a threat to an individual's life, health or safety or a serious threat to public health and safety
 - disclosure to third parties (such as our agents, contractors, volunteers and suppliers) for the above purposes

4.4. Contact forms and comments

- 4.4.1. When you visit and engage with us via the website, as part of enquiring, commenting or submitting an application, we collect the personal information you openly give us such as your name and email address. When you browse our website, we also automatically receive your computer's internet protocol (IP) address and browser user agent string to help us detect and avoid spam.

4.5. Access and correction of your personal information

- 4.5.1. You may be able to obtain a copy of the personal information that we hold about you. If you wish to access your information or you believe any of your personal information in our records is inaccurate, incomplete or out of date please contact us at admin@caa.net.au. We will require you to verify your identity and specify what

information you wish to access. If eligible, we will grant you access to the information or otherwise endeavour to process your request within 30 days.

4.6. Analytics

- 4.6.1. Like many other websites, we make use of log files and web analytics services. The information inside the log files includes internet protocol (IP) addresses, type of browser, Internet Service Provider (ISP), date/time stamp, referring/exit pages and number of clicks. These stats are utilised to analyse trends, administer our site and track user movement around the site. Please be assured that IP addresses and other such information are not linked to any personally identifiable information
- 4.6.2. In terms of third-party technologies, CAA uses Google Analytics to collect non-personal information in the form of user metrics. Typically, these technologies collect and analyse certain types of information, including IP addresses, cookies, data on demographic and interests, device and software identifiers, on-site behaviour and usage information, and feature use metrics and statistics. Google may use the collected data to contextualise and personalise the adverts across their own advertising network. See Google's privacy statement here: <https://support.google.com/analytics/answer/6004245>. Please note that we have no control over the cookies that Google uses to administer their service. Please consult Google's privacy policy for further details. If you wish to disable cookies, you may do so through your personal browser options. For more detailed information about cookie management on your specific web browser, consult your browser's official website. You can also opt-out of making your activity available to Google Analytics by installing the Google Analytics Opt-out browser add-on: <https://tools.google.com/dlpage/gaoptout>. The add-on prevents the Google Analytics JavaScript (ga.js, analytics.js, and dc.js) from sharing information with Google Analytics about your activity

4.7. Embedded Content from Other Websites

- 4.7.1. Articles on our website may include embedded content, such as videos, images, articles and the like
- 4.7.2. We are not responsible for the privacy practices or use and protection of your personal information on those websites

4.8. Disclosure of personal information to third parties

- 4.8.1. We may disclose your information to third parties who assist us in providing, managing and administering our goods and services. We will also disclose your personal information where such disclosure is required by law

4.9. Security and storage of your personal information

- 4.9.1. We take reasonable steps to securely store your personal information. We will keep personal information as long as we need it, or as long as we are required by law to retain it, after which time we will destroy it or deidentify the personal information
- 4.9.2. We store your personal information in both digital and physical form. Physical files are retained in a retained secured area and our electronic records are stored on computers with appropriate back up and security systems. We will take reasonable steps to protect the personal information we hold from misuse, loss, and unauthorised access, modification or disclosure. We do this by:
- Putting in place physical, electronic and procedural safeguards in line with industry standards;
 - Requiring any third-party providers to have acceptable security measures to keep personal information secure;
 - Limiting access to the information we collect about you;
 - Imposing confidentiality requirements on our employees;
 - Only providing access to personal information once proper identification has been given.
- 4.9.3. While we take all steps reasonable in the circumstances to protect your information, in the unlikely event a data breach occurs, we will notify you in accordance with our obligations under the Privacy Act.

If we no longer require your personal information, and are not legally required to retain it, we will take reasonable steps to destroy or de-identify the personal information.

4.10. CAA website

- 4.10.1. The CAA website may contain links to other websites that are not owned or controlled by CAA. We are not responsible for the privacy practices or use and protection of your personal information on those websites.
- 4.10.2. The CAA website may use cookies. When you visit the website again, the cookie allows the site to recognize your browser. We do not use the information stored in those cookies to collect other information about you. You may configure your web browser to refuse or disable cookies.

4.11. Changes to our Privacy Policy

This Policy is current as of July 2023. We reserve the right to amend, modify or replace this Policy at any time. The date of this Policy will inform you as to whether there have been updates since your last visit.

5. Related Legislation and Documents

Australian Privacy Principles Privacy Act 1988 (Cth)

6. Feedback

6.1. Queries or Comments

Your privacy is important to us so if you have any questions or comments about CAA's privacy policy, please send an email to admin@caa.net.au

6.2. Complaints

You can notify us of any complaint you may have about our handling of your personal information by email to admin@caa.net.au. Following your initial contact, you will be asked to set out the details of your complaint in writing and we will endeavour to reply to you within 30 days of receipt. Where appropriate, we will advise you of the general reasons for the outcome of the complaint.

7. Approval and Review Details

Review Date: 31 July 2024