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| Policy name: | OHAA Privacy Policy | Version: | 1 |
| Drafted by: | CEO | Approved by board on: | 24 Aug 2025 |
| Responsible person: | Executive Officer | Scheduled review date: | 1 Jul 2026 |

OHAA Privacy Policy

1. Overview

The Oral Health Association of Australia (OHAA) Ltd is committed to upholding the principles of transparency, accountability and privacy in the use, maintenance, sharing, storage and archiving of members', staff, volunteers', clients' and stakeholders' Personal Information. This policy outlines our ongoing obligations to you in respect of how we manage your Personal Information.

We have adopted the Australian Privacy Principles (APPs) contained in the Privacy Act 1988 (Cth) [the Privacy Act]. The APPs govern the way in which we collect, use, disclose, store, secure and dispose of your Personal Information.

A copy of the Australian Privacy Principles may be obtained from the website of [The Office of the Australian Information Commissioner](#).

2. What is Personal Information and why do we collect it?

Personal Information is information or an opinion (e.g., via an OHAA form) that identifies an individual (e.g., contact details, images, videos, IP addresses etc). Personal Information is also collected in accordance with maintaining a register of members under section 169 of the Corporations Act 2001. Examples of Personal Information we collect includes names, and addresses (physical address, email addresses and phone numbers).

This Personal Information is obtained primarily via:

- The information provided in the OHAA member application online;
- Personal information updates via written or verbal communication (e.g., new address);
- Updates to personal information via the OHAA Member Profile;
- Images and videos collected during OHAA events and meetings (in person or online).

We collect your Personal Information for the primary purpose of communicating membership benefits and updates, providing information to our members and marketing. We may also use your Personal Information for secondary purposes closely related to the primary purpose, in circumstances where you would reasonably expect such use or disclosure. You may unsubscribe from our mailing/marketing lists at any time by contacting us in writing or unsubscribing to OHAA communications via the unsubscribe button or via the Members Area.

We collect, store, utilise and disclose Personal Information for the primary purpose of communicating member and stakeholder updates, marketing, and communicating membership benefits. We may also use your Personal Information for secondary purposes closely related to the primary purpose, in circumstances where you would reasonably expect such use or disclosure. You may unsubscribe from our mailing/marketing lists at any time by contacting us in



writing or unsubscribing from OHAA communications via the unsubscribe button or OHAA member profile.

Examples of purposes we collect, store, utilise or disclose Personal Information include, but are not limited to:

- Membership management and communication;
- Distribution of professional resources and information;
- Communication with prospective members on OHAA membership benefits;
- Seeking input and feedback;
- Transactions related to membership, event registration and online store purchases;
- Issuing various awards and certificates;
- Delivery of online events, education or assessments.

All personal information is collected with the consent of, and whenever possible, directly from each individual.

3. Website privacy and security

OHAA collects statistical data about visits to the OHAA website such as quantity, most commonly accessed pages, return visitors, time spent on each page and records of overall activities.

Cookies are used and they will be stored on individual's devices to facilitate return visits to the OHAA website. Further information can be found in the OHAA Cookie Policy.

The OHAA website provides links to third party websites. These are not covered by the OHAA Privacy Policy as OHAA has no control over their content and/or security.

4. Sensitive information

Sensitive information is defined in the Privacy Act to include information or opinion about such things as an individual's racial or ethnic origin, political opinions, membership of a political association, religious or philosophical beliefs, membership of a trade union or other professional body, criminal record or health information.

Sensitive information will be used by us only:

- For the primary purpose for which it was obtained;
- For a secondary purpose that is directly related to the primary purpose;
- With your consent; or where required or authorised by law.

5. Third parties

Where reasonable and practicable to do so, we will collect your Personal Information only from you. However, in some circumstances we may be provided with information by third parties such as Professional Conference Organisers, Microsoft, website host etc based on the information members provide to third parties as part of association business. In such a case we will update our records accordingly where applicable.

6. Disclosure of Personal Information

Your Personal Information may be disclosed in a number of circumstances including the following:



- OHAA staff members and/or contractors for the purposes described above;
- OHAA Office Bearers including but not limited to: Board Directors, Regional Committee Chairs and Members for the purposes described above;
- Third parties where you consent to the use or disclosure; and
- Where required or authorised by law (e.g., the Corporations Act 2001 (Cth))

7. Disclosure of members register

As a company limited by guarantee OHAA recognises the right of anyone to inspect, and in some circumstances, to obtain copies of the register.i

Members may be permitted to obtain copies of the register as per s173 of the Corporations Act. In this situation, a person wishing to obtain a copy must first submit in writing to OHAA a request for access to the members register that:

- States the purposes for which the person wishes to obtain the copies,
- Not be for reasons deemed 'prescribed purposes' and;
- Includes the person's name and address.

On receiving this application, OHAA will respond in writing with seven (7) days of this request. This application will be reviewed by the OHAA Board Directors and CEO (or an appropriate delegated authority) as the responsible party for reviewing Member Register requests.

Prescribed purposes:

Prescribed purposes are generally defined as

- Soliciting a donation from a member of a company;
- As a stockbroker, soliciting business from a member;
- Gathering information about the financial status/wealth of a member;
- Making an offer for the sale of a financial product.

8. Security of Personal Information

OHAA utilises a virtual office and as such, all Personal Information collected is stored online electronically with reasonable security measures in place to protect it from misuse, loss or unauthorised access, modification or disclosure, including: encryption, firewalls, anti-spam and anti-virus software, as well as training and workplace policies. Access to Personal Information is restricted to authorised OHAA staff or volunteers.

We process all payments using secured online technologies that meet industry security standards. No historical banking or credit card details are stored.

When your Personal Information is no longer needed for the purpose for which it was obtained, we will take reasonable steps to archive your Personal Information. However, most of the Personal Information is, or will be, stored in client files which will be kept by us for a minimum of seven (7) years.



9. Access to your Personal Information

You may access the Personal Information we hold about you to update and/or correct it, subject to certain exceptions. If you wish to access your Personal Information, please sign in to your OHAA profile or contact us in writing at admin@ohaa.com.au.

An administration fee may be charged if an individual requests OHAA’s support to: access or correct personal information collected by OHAA or if printed copies are required.

In order to protect your Personal Information, we may require identification from you before releasing the requested information.

10. Maintaining the quality of your Personal Information

It is an important to us that your Personal Information is up to date. We will take reasonable steps to make sure that your Personal Information is accurate, complete and current. If you find that the information we have is not current or is inaccurate, please advise us as soon as practicable so we can update our records and ensure we continue to provide quality services to you.

11. Policy updates

This policy is subject to change and updated versions will be published here on our website.

12. Privacy Policy complaints and enquiries

If you have any queries or complaints about our Privacy Policy please contact:

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| Mail: | Oral Health Association of Australia PO Box 405 NUNDAH QLD 4012 |
| Email: | admin@ohaa.com.au |

ⁱ s173 Corporations Act 2011