

COASTCITYCOUNTRY TRAINING

PRIVACY POLICY

OPERATIONAL POLICY NO. 5.0



1. The purpose of this document is to outline CoastCityCountry Training Limited's privacy policy, explain how it will affect our clients and how their personal details are used and protected. The Privacy Act and the National Privacy Principles (NPPs) apply to the collection, use and disclosure of an individual's personal information relating to companies or businesses.

What is personal information?

2. Personal Information is any information relating to an individual that is held in a record by an organisation, such as your name and address.

What is sensitive information?

3. Sensitive information is personal information such as health information and information about personal attributes such as ethnic or racial origin, membership of organisations such as trade unions, religious or political affiliations.

How and why CoastCityCountry collects your personal information

4. Information is usually collected by phone, email, fax, questionnaire and at personal meetings. The information gathered is necessary to assist CoastCityCountry in its function of providing training programs and services.
5. CoastCityCountry needs your consent in order to use your information, in accordance with the Privacy Act and the NPPs. In some instances, if you do not provide consent, we may be unable to assess or process your information to provide you with the programs or services you require.

Protection and security of your personal information

6. CoastCityCountry maintains the confidentiality and security of your personal information by restricting access to those staff and service providers required to provide management and administration services. A range of security measures is also in place designed to prevent the misuse, unauthorised access, modification or disclosure of your personal information.

Disclosure of your personal information to other parties

7. It will be necessary for CoastCityCountry to disclose your personal information to certain third parties in the managing and administering of your vocational training program. Examples of the types of organisations to which we may disclose your information include:
 - Medical Educators under contract to CoastCityCountry in each Local Training Group (LTG) and our GP Supervisors for the purpose of implementing your training program;
 - Organisations undertaking compliance reviews of the business or reviews of the accuracy or completeness of the information;
 - Organisations providing: maintenance of our information technology systems; printing of our standard documents and correspondence; financial transaction services.
 - Exchange of information with authorised institutions such as General Practice Education and Training, General Practice Education Australia, Royal College of Australian General Practitioners; Australian College of Rural & Remote Medicine; General Practice Supervisors'

Association; General Practice Registrars' Association; NSW Health Department's Rural Doctor's Network

- Local Training Group Members
- Board of Directors of CoastCityCountry Training Limited.

8. CoastCityCountry endeavours to ensure that any individual or organisation to which it discloses your personal information, has appropriate privacy protocols in place. Where you wish to authorise any other parties to act on your behalf, or to receive information, please notify us in writing.
9. CoastCityCountry does not supply, sell or rent its clients' information to any unrelated third parties for the purpose of those third parties marketing their products or services to you. However CoastCityCountry will disclose your personal information in circumstances where it has statutory obligations or is required by law to do so.

What to do if you have a Privacy Complaint

10. CoastCityCountry is committed to resolving your privacy complaint as quickly as possible and has procedures in place to help resolve any problems or complaints efficiently. Its aim is to assist you by reaching a satisfactory solution as soon as possible.
11. CoastCityCountry may also exercise its right to deny access to particular information in certain circumstances, such as when legal proceedings may have commenced. If access to your personal information is denied, CoastCityCountry will explain the reasons why.

Quality of your information

12. CoastCityCountry relies on the correctness of the information you supply. Please contact CoastCityCountry if any of your personal information is incorrect, has changed or requires updating. This includes your name and address, phone numbers, bank account details and email contact address.

How long is your personal information kept?

13. Your personal information is kept as long as it is required to provide the training services that you receive via CoastCityCountry. It will then be Archived in our filing system for a further fifteen years.

FOR FURTHER INFORMATION

14. If you have any questions about privacy, wish to access your information, or are concerned about privacy at CoastCityCountry Training Limited please email the CEO at ccctraining@bigpond.com . You will be contacted within 24 hours of your email being received.

CoastCityCountry Training Limited
Last reviewed May 2007