APAC Privacy AND CONFIDENTIALITY policy

1. Purpose
   1. This Policy explains how APAC (referred to as ‘we’ or ‘APAC’ in this policy) collect, store, use and disclose your personal information, as well as the types of information about you APAC will collect. This Policy also explains how APAC handles confidential information.
   2. We update this Policy when our information handling practices change. Updates are published on our website.
2. Scope
   1. This Policy applies to all APAC People and all individuals who engage with APAC, for example, by giving APAC personal information or accessing APAC’s website.
   2. Personal information is information or an opinion about an identified individual, or an individual who is reasonably identifiable, whether the information or opinion is true or not and whether the information or opinion is recorded in a material form or not.
3. Policy statement

Privacy is important

* 1. APAC understands the value of your privacy and how important it is that we implement security measures to ensure the personal information you give us remains safe.
  2. When we handle your personal information, we strive to comply with the *Privacy Act 1988* (Cth) and the Australian Privacy Principles and the *Health Records Act 2001* (Vic) and the Health Privacy Principles.

Confidentiality is important

* 1. APAC treats all information provided by educational institutions for purposes of assessment for accreditation as 'commercial-in-confidence' information.

1. Who we are
   1. APAC collects, holds, uses and discloses personal information to carry out our functions and activities, including:
      1. accrediting programs to offer higher education for the psychology profession in Australia, including assessments and site visits;
      2. ensuring graduates are well equipped to employ their psychological knowledge and skills in the community;
      3. ensuring graduates are sufficiently qualified and competent to meet the registration requirements under the *Health Practitioner Regulation National Law Act 2009* (**National Law**); and
      4. assess overseas qualified psychologists who are seeking registration as psychologists under the National Law.
2. Information we collect
   1. APAC collects and retains personal information such as:
      1. names, addresses, telephone numbers, email addresses, date of birth, academic qualifications, academic transcripts and curriculum vitae of individuals seeking to become accredited;
      2. names, contact details, academic credentials, responsibilities and the nature of the role about individuals who represent education providers or academic staff; and
      3. occasionally, information about disabilities, health conditions, food allergies, and accessibility requirements.
   2. APAC collects and retains confidential information such as:
      1. information about education providers, Academic Organisational Units, and individuals provided by educational institutions for purposes of assessment of applications for accreditation or re-accreditation; and
      2. information provided or collected in relation to notifications or complaints about alleged non-compliance with or breaches of standards by education providers.
   3. We try to only collect the information we need for the relevant function or activity, and the main way we collect personal information about you is when you give it to us.
3. How we collect information
   1. We do not actively request the collection of personal information. We collect personal information as an ancillary function of our functions and activities.
   2. We may collect personal and confidential information through correspondence and telephone calls, contact via our website, order forms for APAC products and materials including online forms or our website, and cookies on our website.

**Forms**

* 1. When using our website, there may be online forms for you to complete which will request certain information from you in order to proceed.

**Cookies**

* 1. Cookies are pieces of information sent by APAC when you log onto our website and stored on your computer which allow us to recognise you next time you visit.
  2. You can configure your browser to accept or reject all/some cookies or notify you when a cookie is sent. Since there are many platforms of internet browsers, we suggest you make use of the Help Menu of your browser for more information regarding cookies.
  3. If you reject all cookies, you may not be able to access the Foundation’s website or parts of the website.

Social networking services

* 1. We use social networking services such as Twitter, Facebook and YouTube to communicate with the public about our work. When you communicate with us using these services we may collect your personal information, but we only use it to help us to communicate with you and the public. The social networking service will also handle your personal information for its own purposes. These services have their own privacy policies. You can access the privacy policies for [Twitter](https://twitter.com/privacy?lang=en), [Facebook](https://www.facebook.com/privacy/explanation) and [YouTube](https://policies.google.com/privacy?hl=en) (a Google company) on their websites.

1. Using and disclosing your personal information
   1. APAC, its employees, Board Directors, volunteers and contractors use your personal information internally to perform our functions and activities. Everyone is required to comply with this Privacy Policy when handling personal information on behalf of APAC.
   2. We disclose your personal information to:
      1. professional advisers such as legal advisers and auditors; and
      2. government authorities or regulatory bodies as required or authorised by law.
2. Quality of personal information
   1. To ensure the personal information we collect is accurate, up-to-date and complete we:
      1. record information in a consistent format;
      2. where necessary, confirm the accuracy of information we collect from a third party or a public source;
      3. promptly add updated or new personal information to existing records;
      4. regularly audit our contact lists to check their accuracy.
   2. We also review the quality of personal information before we use or disclose it.
3. How we store and protect information
   1. APAC takes the security of your personal information a priority. All information is stored safely and handled with the highest levels of best practice industry standards.
   2. We take steps to protect the security of personal and confidential informationwe hold from both internal and external threats by:
      1. storing information in Australia;
      2. working with reputable information technology contractors to maintain IT systems;
      3. ensuring we have electronic system backups also stored in Australia;
      4. storing hard copy records securing onsite;
      5. archiving hard copy information with a reputable and experienced archiving firm.
   3. When we no longer need information it will be disposed of in a secure and confidential manner
4. Correcting or updating your information
   1. Your information is important to us. If you think your personal information is incorrect, want to update your personal information or want access to your information, you can email us at [apac@psychologycouncil.org.au](mailto:apac@psychologycouncil.org.au). We will handle your request in a timely and professional manner.
   2. We will ask you to verify your identity before we correct or give you access to your information.
   3. There may be a cost associated with you accessing your personal information. If you request copies of individual documents and APAC agrees to meet that request, the fee is $1.00 per page, payable prior to delivery.
   4. We may refuse to give you access to your personal information if an exception applies according to Australian Privacy Principle 12. If APAC refuses access, we will tell you the reasons in writing.
5. Complaints and breaches of privacy
   1. We take breaches of privacy very seriously and are fully prepared to handle the situation professionally, ethically and confidentially. If you believe that a breach of your privacy has occurred, we encourage you to email [apac@psychologycouncil.org.au](mailto:apac@psychologycouncil.org.au), who will review the situation and handle the necessary measures to resolve the issue.
   2. If you think APAC has misused your information, we encourage you to contact us on [apac@psychologycouncil.org.au](mailto:apac@psychologycouncil.org.au) or by calling 03 9999 4900. APAC takes its commitment to responsible use of your information very seriously and all cases of misuse will be appropriately addressed.
   3. If you are not satisfied with our response, you may complain to the Office of the Australian Information Commissioner (**OAIC**), which has a website at: <http://www.oaic.gov.au>.
6. Our commitment to your right to anonymity
   1. To uphold your right to anonymity and protect your personal information, where possible, we will allow you to interact with us anonymously or using a pseudonym. However, many of our functions and activities require us to know who we are dealing with. We usually need your name, contact information and academic qualifications.
7. Definitions
   1. **APAC** means the Australian Psychology Accreditation Council.
   2. **APAC People** means all employees (including full time, part time, casual or temporary employees), placement students, work experience students, contractors, and volunteers.
   3. **Employee** means a person employed by APAC.
8. Related Legislation
   1. *Privacy Act 1988* (Cth)
   2. *Health Records Act 2001* (Vic)
   3. *Australian Privacy Principles* https://www.oaic.gov.au/privacy/australian-privacy-principles
9. Related Policies
   1. APAC Grievance Policy
10. Review
    1. This Policy was adopted by APAC on 14 June 2023.
    2. This policy was last updated on 16 May 2023.