




## **Policy Circular 7 – May 2010**

**Issued:** December 2002 **Amended and reissued:** December 2006, December 2009, May 2010

## **NATA Privacy Policy**



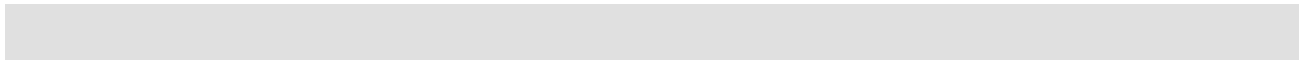
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# NATA Privacy Policy

## Purpose

NATA respects and upholds your rights to privacy protection under the National Privacy Principles contained in the Privacy Act 1988. The National Privacy Principles apply to NATA.

This policy describes how we manage any personal information we hold. (Personal information means any information that may be used to identify an individual.)

## NATA's services

NATA is Australia's national laboratory accreditation body as recognised in a Memorandum of Understanding with the Commonwealth Government. NATA provides a range of accreditation programs including:

- Accreditation programs in a range of testing and calibration fields of activity.
- Accreditation of inspection bodies.
- Accreditation of reference material producers.
- Accreditation of proficiency testing scheme providers.
- Accreditation of medical imaging practices.

NATA is also Australia's national compliance monitoring authority for the OECD Principles of Good Laboratory Practice.

NATA also provides services that complement accreditation activities including:

- Provision of advice to enquirers requiring the services of NATA accredited facilities.
- Training through NATA's Training Services Department and via seminars and web-based training programs.
- Provision of a publicly available listing of accredited facilities.
- Provision of technical documents concerning NATA and its activities.

## Personal information

NATA collects personal information from the following individuals:

- Authorised representatives.
- Laboratory/facility contacts.
- Laboratory/facility personnel.
- Assessors/technical advisers.
- NATA Committee members.
- Training course and seminar registrants.
- General members of the public who voluntarily give such information.

The personal information held by NATA will vary depending on your relationship with NATA. It may include your name; position; professional qualifications; business address; business telephone, mobile phone and fax numbers; home address, home telephone, fax and personal mobile phone numbers; e-mail address; memberships of professional associations; employment history.

If you choose not to provide personal information we may not be able to provide you with the services you require or we may not be able to appoint you to a position (eg assessor, committee member) for which you have been nominated.

## Collection of personal information

NATA collects personal information in a number of ways including:

- Directly when information is provided in person or in documents such as an application form or questionnaire.
- When you use the NATA website.
- From publicly available sources of information.

The information that NATA will collect about you when you use the NATA website will depend on how you use the facilities offered by the NATA website.

If you visit an unsecure area of the NATA website (that is, an area where you are not required to log on) to read, browse or download information, the system will record the date and time of your visit to our site, the pages viewed and any information downloaded. However, our systems will not record any personally identifiable information.

If you need to access any secure area of the NATA website, you will be required to apply for access using access request forms. The information you provide using these forms is only used by NATA to check your identity and eligibility for access to the secure areas and is not used for any other purpose.

The NATA website offers a number of interactive facilities including search engines, as well as online enquiry forms. Other than from enquiry forms, NATA generally does not capture any personal information that you may enter when using these tools. If you complete an online enquiry form, the information that you enter into the online form will only be collected by us if you submit your online enquiry. Only if required, this information may be passed to a third party to help answer your enquiry, and for no other purpose. If at any stage you cancel your enquiry or log out prior to submitting your enquiry, the information you have entered up to that point will be automatically deleted.

## Use of personal information

Personal information may be used to:

- Conduct and provide the services described above (see NATA's Services).
- Administer and manage those services including charging, billing and collecting debts.
- Seek feedback from you on ways to improve NATA's services.
- Respond to your queries or feedback.
- Provide you information on NATA's activities and services.
- In response to a specific enquiry, provide you information on NATA accredited facilities.

## Disclosure of personal information

Personal information may be disclosed to organisations outside NATA. Such organisations may include:

- Government and regulatory authorities and other organisations, as required or authorised by law.
- Government and regulatory authorities and other organisations with which NATA has a Memorandum of Understanding or similar formal agreement.
- Accreditation bodies with which NATA has a Mutual Recognition Agreement (MRA).
- Auditors conducting MRA audits.
- Professional advisers including accountants, auditors and lawyers.
- Credit providers.
- Outsourced service providers managing NATA services including:
  - debt-recovery.
  - mailing.
  - photocopying.

Although NATA seeks to ensure that any third parties to whom your personal information comply with the requirements of the Privacy Act, NATA is not responsible for the misuse of personal information by these third parties.

NATA does not sell or licence your personal information.

## Accuracy of personal information held by NATA

NATA takes all reasonable precautions to ensure that the personal information collected, used and disclosed is accurate, complete and up-to-date. The accuracy of the information is, however, dependent to a large extent on the information with which we are provided. NATA strongly recommends that you:

- Advise us if there are errors in your personal information at any time; and
- Keep us up to date with changes to your personal information.

## Security of Information

NATA takes reasonable steps to preserve the security of personal information collected when you use the NATA website. If your browser is suitably configured, it will advise you whether the information you are sending us will be secure (encrypted). If secure transmission is indicated, NATA currently uses 128 bit SSL encryption.

Unfortunately, no data transmission over the internet can be guaranteed as totally secure. Accordingly, although NATA strives to protect such information, NATA cannot ensure or warrant the security of any information you transmit to us or from our online products or services and you do so at your own risk. Once we receive your transmission, we take reasonable steps to preserve the security of the information in our own systems.

## Access to personal information

You have the right to access your personal information, subject to some exceptions allowed by law. If you would like to do so, please contact us. NATA reserves the right to charge a fee for searching for and providing access to your personal information.

## Updating this policy

This policy will be reviewed from time to time to take account of new laws and technology, changes to our operations and practices and the changing business environment. Updated versions of this policy will be published on the NATA website from time to time.

## Contact details

If you have any questions in relation to privacy, please contact:

Ms Jennifer Evans  
General Manager, Accreditation Services  
NATA  
PO Box 7507, Silverwater NSW 2128  
ph: 02 9736 8222  
email: Jennifer.Evans@nata.com.au

### AMENDMENT TABLE

The table below provides a summary of changes made to the document with this issue:

Section	Amendment
NATA services	Correction of reference to NATA's role as compliance monitoring authority for the OECD Principles of GLP
Various	Inclusion of specific advice in relation to information collected via internet