

## Privacy Policy

### 1. Intent, objectives, and scope

The Australian College of Mental Health Nurses (ACMHN) acknowledges the [Australian Privacy Principles](#) as the basis for our policy on how we communicate with our customers.

Your privacy is important to us. This privacy statement explains what personal data we collect from you and how we use it.

Please note that each third party service provider uses its own Privacy Policy which may or may not comply with Australian law and those policies are to the extent permitted by law incorporated in full into this policy. Customers should not use any third party service for which they are not prepared to accept those privacy policies and which policies may be updated from time to time.

### 2. Plausible Analytics

The ACMHN websites use Plausible, a web analytics service provided by Plausible Analytics. Plausible Analytics does not use cookies and does not collect any personal data. For more information please read the [Plausible Privacy Policy](#).

### 3. Other third party web services

The ACMHN websites utilise other third party web services, including but not limited to: Facebook, Twitter, LinkedIn and Mailchimp. These web services collect information and track your usage online. If you do not want to include these other third party web services while browsing this website, then we recommend that you disable the allow third party cookies option in your web browser.

### 4. Information collected by us and for what purpose

We collect the following information through our websites:

#### *Clickstream data*

Our servers automatically collect and log clickstream data for all visitors to our websites. Information collected includes, but is not limited to: referring website, your IP address, your geographic location, date/time each page was requested, pages visited, your web browser type and version, your operating system type and version, total bytes of data transferred,

and files downloaded.

Clickstream data is used by us to generate detailed reports and statistics on website usage. We analyse these reports and statistics to further enhance the information and services available on each website. The ACMHN website server host, IMTG, complies with Australia's Privacy Policy Act and uses a variety of secure techniques to protect personal information. Read more about IMTG's privacy policy [here](#).

#### *Cookies*

Our websites utilise session-based cookies, which are erased from your computer when your web browser is closed. The websites use cookies to allow you to authenticate with our website using a login and password.

#### *Form data*

The ACMHN websites contain online forms which enable you to register an account and submit information.

#### *Information disclosure*

We will disclose information obtained through our website to third parties where doing so as required as part of provision of a service. Information can include your name, organisation, contact phone, contact email, address, and other details.

If you have provided your email address through our website, we will use your email address to respond to your requests and communicate directly with you.

There are inherent risks in transmitting information across the internet. We can give no absolute guarantee that all data, including personal information, provided via the internet is secure from unauthorized use.

Circumstances may arise where we will disclose your personal information without your consent. The circumstances include but are not limited to situations where disclosure is required to:

- (a) comply with the law or in situations where we have reason to suspect that you are engaged in unlawful activity or improper conduct and we disclose your personal information as a necessary part of our investigation or to report our concerns to the relevant authorities;
- (b) protect and defend our rights or property;
- (c) enforce crucial terms of our agreements with you;
- (d) sell our business or part of it; and
- (e) prevent a serious and imminent threat to an individual's life or safety or to the public safety generally.

## **5. Accessing and correcting your personal information**

You can ask us to provide you with the personal information we hold on you. We will require you to provide identification to ensure you are who you say you are. We undertake to provide the information in a reasonable time and to correct any errors where the information is not accurate, up-to-date or complete.

## **6. Complaints**

If you require further information or you have a complaint about our privacy policy or the way we put it into practice, please contact us at [enquiries@acmhn.org](mailto:enquiries@acmhn.org). Our phone number is 1300 667 079. If we cannot resolve the complaint to your satisfaction within a reasonable time, you or we may refer the complaint to the Office of the Australian Information Commissioner.