

# Privacy Policy

## 1. About this Privacy Policy

This Privacy Policy outlines how we collect, hold, use, and disclose your personal information.

Personal information means information or an opinion about an identified individual or an individual who is reasonably identifiable.

By providing personal information to us, you consent to our collection, holding, use, and disclosure of the personal information in accordance with this Privacy Policy and any other arrangements that may apply between us.

We reserve the right, at our discretion, to change this Privacy Policy by posting a revised Privacy Policy on our website. By using our website and providing us with personal information, you acknowledge that you have read and agree to the revised version of this Privacy Policy.

References to "ADC", "we", "us", and "our" in this Privacy Policy are references to Australian Dental Council Ltd (ABN 70 072 269 900).

## 2. What personal information do we collect and hold?

In the process of conducting our business we are likely to collect and hold a range of personal information about you.

The type of personal information we may collect and hold include, for example:

- (a) name, age, and date of birth;
- (b) residential, mailing, email, and billing address;
- (c) telephone and mobile numbers;
- (d) emergency contact person and their contact details;
- (e) passport information, including, for example, your passport number, date of issue, and expiration date;
- (f) information contained in any other identification document such as birth certificates or drivers licence;
- (g) areas of dental practise;
- (h) education and qualifications, including, for example, your graduation certificate, academic history, and academic transcript;
- (i) employment history and information;
- (j) registration status as a dental practitioner; and
- (k) bank account details.

We may also collect and hold personal information regarding:

- (a) details of the services we provide to you or that you have enquired about and any additional information necessary to deliver those services or respond to your enquiries;
- (b) information relating to you that you provide to us directly through our website or indirectly through your use of our website or through other websites or accounts from which you permit us to collect your personal information;
- (c) information you provide us by mail or that you provide us in person;
- (d) photographs, film recordings, or audio from or about you that were collected at our examination centres;
- (e) information about you which has been obtained from a third party with your permission; and
- (f) any other information that may be required in order to facilitate your dealings with us.

We do not store any credit card information on our website. If you provide your credit card or banking information via our website, the information provided will be passed onto our bank or payment provider for processing payments.

You have the option of not identifying yourself or using a pseudonym when dealing with us. However, if you use a pseudonym, if we do not have sufficient information about you, or if we cannot identify you, you will not be able to use the full functionality of our website and we will not be able to provide you with our services.

### **3. How do we collect and hold personal information?**

We may collect personal information either directly from you or from third parties. We may also collect personal information when you:

- (a) submit an enquiry or communicate with us via our website, mail, email, fax, telephone or in person;
- (b) register for an account and access to any portal on our website;
- (c) make an application to us for accreditation, assessment, or other related purpose;
- (d) access, disclose, download, upload, or update any information or documentation to or from any portal on our website or otherwise as part of any application;
- (e) book and undertake examinations with us, or an examination delivery organisation delegated or contracted by us;

- (f) complete and submit any form via our website;
- (g) complete or submit an authority to act;
- (h) submit a complaint in relation to our services;
- (i) attend or provide personal information at our office or at our examination centre including, for example, any information we may collect about you through the use of surveillance devices;
- (j) submit an application to work with or work for the ADC as an employee, assessor, examiner, or committee member; or
- (k) share information from or use social media platforms, services, and other permission-based marketing sites.

#### 4. Why and how do we use your personal information?

We may collect, hold, use, and disclose your personal information for the following purposes:

- (a) carrying on our business;
- (b) fulfilling our functions, obligations, and responsibilities under or as provided for under the *Health Practitioner Regulation National Law Act 2009* (Qld) or the equivalent legislation applicable in each Australian State and Territory;
- (c) fulfilling our functions, obligations, and responsibilities under the *Migration Regulations 1994* (Cth);
- (d) answering enquiries and fulfilling requests for our services;
- (e) making decisions in relation to an assessment;
- (f) maintaining a record about a candidate and communicating with a candidate for the purposes of assessment;
- (g) receiving payment for our services;
- (h) appointment to our register of assessors or examiners;
- (i) providing payment to our employees and contractors including, for example, payment to our assessors or examiners contracted by us;
- (j) improving our services including, for example, by examining and keeping track of patterns of use in the emails and social interactions we send to you;
- (k) optimising our website and our users' experience, such as by performing analytics and conducting research;

- (l) complying with our legal obligations, resolving any disputes that we may have with you or any of our users, and enforcing our agreements with third parties; or
- (m) providing information to organisations in Australia involved in the education, representation, assessment, or regulation of dental practitioners.

We may also use and disclose your personal information to communicate our services to you including, for example, communicating with you by mail, email, SMS, MMS, social media, or telephone to inform you about our services. You may request not to receive direct communications.

We may also use information about individual candidates to generate reports or other documents for the following purposes:

- (a) research purposes, including, for example, research relevant to studying, teaching, or practising dentistry;
- (b) providing information to bodies and organisations involved in the education, representation, assessment, or regulation of dental practitioners; or
- (c) monitoring the performance of our assessment and accreditation functions.

We will use our best endeavours to first de-identify the information before using the information for the purposes described above.

## 5. Who do we disclose personal information to?

We may disclose personal information for the purposes described in this Privacy Policy to:

- (a) our examiners, our contractors, or our employees;
- (b) our related bodies or employees of our related bodies;
- (c) our suppliers or service providers such as:
  - (i) contractors assisting us to provide services to you;
  - (ii) mailing and distribution providers which organise delivery of services; or
  - (iii) live help service providers, maintenance, or repair services;
- (d) our professional advisers (including, for example, our accountants, lawyers, and auditors);
- (e) our insurers;

- (f) payment system operators such as banks or merchants receiving credit or debit card payments;
- (g) anyone to whom our assets or businesses (or any part of them) are transferred;
- (h) specific third parties authorised by you to receive information held by us;
- (i) any person as may be required, authorised, or permitted by law; or
- (j) government agencies, courts, law enforcement agencies, or regulatory or industry bodies including, for example, bodies and organisations involved in the education, representation, assessment, or regulation of dental practitioners such as the Dental Board of Australia, the Department of Education, the Department of Home Affairs, and the Australian Health Practitioner Regulation Agency.

## **6. Do we disclose personal information outside Australia?**

We may disclose personal information to entities located in countries outside of Australia for the purpose of verifying information provided by you as part of an application for assessment including, for example, corresponding with the authorities or education providers in the countries in which you qualified or practised or in any country specified in any form you provide us. It is not practical for us to specify the countries outside of Australia in this Privacy Policy however we will use our best endeavours to seek your consent before corresponding with these entities.

## **7. What security measures do we have?**

We will take steps that are reasonable in the circumstances to protect your personal information that we hold from loss, misuse, interference, unauthorised access, modification, or disclosure.

## **8. Do we monitor your use and access of our website and use cookies?**

We may collect personal information about you when you use and access our website. We may record certain information about your use of our website, such as which pages you visit, the time and date of your visit, and the internet protocol address assigned to your computer.

A cookie is a small text file that is stored on a user's computer for record-keeping purposes. We use cookies on our website. We use session ID cookies to make it easier for you to navigate our website. A session ID cookie expires when you close your browser. If you reject cookies, you may still use our website but your access to our website and its functionality may be limited.

Some of our business partners use cookies and web beacons on our website. We have no access to or control over these tracking technologies.

## 9. How do you access and correct your personal information?

We will take steps that are reasonable in the circumstances to ensure that the personal information we collect, hold, use or disclose is accurate, complete, and up-to-date. However, we rely on the accuracy of personal information provided to us by you and others to be accurate.

We encourage you to regularly review and update your personal information.

You may request in writing to access or update your personal information if it is inaccurate, incomplete, or outdated. If we do not allow you to access any part of your personal information that we hold about you, we will provide you with reasons why.

## 10. How do you make a complaint?

If you wish to make a complaint about the way we have handled your personal information or believe that a breach of this Privacy Policy may have occurred, you may submit your complaint by email to [privacy@adc.org.au](mailto:privacy@adc.org.au). Please include your name, email address, and telephone number. Please also clearly describe your complaint.

We will acknowledge your complaint and respond to you regarding your complaint within a reasonable period of time. If you think that we have failed to resolve the complaint satisfactorily, we will provide you with information about further steps you can take.

## 11. How do you contact us?

You may contact us in relation to any issues or notices regarding the collection, use, disclosure, accuracy, holding and security of, and access to, your personal information by contacting the ADC Privacy Officer:

**Address:** Level 6  
469 La Trobe Street  
Melbourne Vic 3000

**Email:** [privacy@adc.org.au](mailto:privacy@adc.org.au)

**Fax:** 61 3 9657 1766