



# AACBT

AUSTRALIAN ASSOCIATION  
FOR COGNITIVE AND  
BEHAVIOUR THERAPY

## Privacy Policy

### Introduction

The Australian Association for Cognitive and Behaviour Therapy (AACBT) is the lead Australian organisation dedicated to promoting and supporting the full range of behavioural and cognitive therapies.

AACBT is a multidisciplinary national professional body for health and other professionals interested in the practice, research and training of established and emerging evidence-based behavioural and cognitive therapies, including traditional cognitive and cognitive-behavioural therapies, applied behaviour analysis and other behavioural therapies, and mindfulness based behavioural and cognitive therapies.

We have branches throughout Australia.

This Privacy Policy describes how AACBT, referred to as “We”, “Us”, “Our” throughout this Policy, collects, holds, uses and discloses personal information in compliance with the *Privacy Act 1988* (Cth) [<https://www.oaic.gov.au/privacy-law/>]. This Policy also serves as notification to individuals of the matters required to be notified by the Australian Privacy Principles (APPs). An individual who provides personal information to Us, either directly or through a business partner, distributor or referrer, agent or service provider, is given access to this Policy. By providing personal information to Us and having access to this Policy an individual consents to Us collecting, holding, using and disclosing personal information in accordance with this Policy.

### The personal information We collect

Personal information We collect includes: first and last names; phone number/s; home and postal addresses; e-mail addresses; employment history; credit card details; purchase history; work sector; professional affiliation; tertiary qualifications; and areas of interest.

### How We collect and store personal information

We collect the personal information of individuals directly from those individuals when selling Products to those individuals. We also collect personal information directly from an individual when the individual subscribes to Our newsletter or registers with Our website.

Personal information received by Us is held electronically on Our information technology systems, which are password and access-level protected and may only be accessed by Our authorised employees and contractors who require access in connection with the purposes described in this Policy. Some personal information is held in hard copy such as attendance rolls, certificates, or name badges, which are accessible to Our staff and volunteers. Other hard copy personal information may be held for internal purposes and administration of Our business.

### If information or consent is not provided

Without all of the required personal information being provided or consent being given, We may not be able to handle inquiries in connection with Our Products in a timely fashion.

### Purposes

Personal information will be collected, held, used and disclosed for the purposes of:

- providing the Product for an individual;
- handling inquiries about the Product;
- checks to verify the identity of an individual;
- handling complaints;
- administering the information technology systems used by Us;
- as required by law or a court or tribunal order; and
- any related, secondary or ancillary purposes associated with the operations by Us.

We will hold personal information for as long as necessary in order to meet the purposes described in this Policy and as required by law.

We will not disclose an individual's personal information for any other purpose unless the individual has provided Us with consent. There may be other purposes where We may disclose an individual's personal information other than those mentioned above. We will only do this if it would be reasonably expected of Us to do so in the circumstances.

### Disclosure of personal information (including overseas recipients)

We may disclose personal information to Our business partners who provide services for us in connection with the purposes described in this Policy. Some of the organisations to which We will disclose personal information are located outside Australia. By purchasing a Product and consenting to Us managing personal information in accordance with this Policy, We will take reasonable steps to ensure that overseas recipients do not breach the APPs in relation to the information.

### Accuracy and protection of personal information

An individual should ensure that the personal information which is provided to Us is accurate, complete and up-to-date at the time it is provided and We ask that You notify Us of any changes. We will take reasonable steps to protect the personal information that We hold from misuse and loss and from unauthorised access, modification or disclosure.

### Access to personal information

An individual may see and have a copy of their personal information that We hold. If an individual is able to establish that their personal information is not accurate, complete and up-to-date, then on request We will take reasonable steps to correct it. An individual who seeks to exercise their rights of access and correction must contact Us in writing with attention to Our Privacy Officer. If We

decline an individual's access request or do not amend the personal information, We will provide Our reasons together with details about how the individual can access Our complaints process.

### Complaints

An individual may make a complaint in writing about how their personal information has been dealt with by explaining the nature of the complaint and providing sufficient information to enable Us to provide this to Our Privacy Officer.

Alternatively an individual can contact Our Privacy Officer directly:

- by email: [info@aacbt.org.au](mailto:info@aacbt.org.au); or
- by post: PO BOX 107, WARATAH NSW 2298

If We have not responded to the complaint within 30 days or if the individual is not satisfied with Our response, then the individual can refer the matter to the Office of the Australian Information Commissioner (OAIC).

An individual may make a complaint with the OAIC:

- on the OAIC website by downloading the Privacy Complaint Form, [www.oaic.gov.au](http://www.oaic.gov.au);
- by phone, 1300 363 992;
- by post, GPO Box 5218 Sydney NSW 2001; or
- by email, [enquiries@oaic.gov.au](mailto:enquiries@oaic.gov.au).

### Acknowledgement and Consent

By registering on Our website, Our newsletter service, or purchasing a Product, the individual consents to the collection, handling, use and disclosure of personal information by Us in accordance with this Policy.

### Please note the following information:

Under this Policy, information is collected about You. The information collected is held by the Administrator and used by the Administrator. You have the right to access, and request correction of this information, subject to the provisions of the *Privacy Act 1988* (Cth).

If You have any questions about the information collected about You, please contact the Administrator at [info@aacbt.org.au](mailto:info@aacbt.org.au).

If You would like to make a complaint about the way Your information has been handled, please contact Our Privacy Officer directly:

- by email, [info@aacbt.org.au](mailto:info@aacbt.org.au); or
- by post, PO BOX 107, WARATAH NSW 2298