

Policy Name	AHA Privacy Policy
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Authorised By	AHA Board

1. Purpose

- 1.1. Animal Health Australia ("AHA", "we", "us", "our") is committed to protecting the privacy of individuals and handling personal information in an open, transparent and responsible manner.
- 1.2. This Privacy Policy explains how we collect, hold, use and disclose personal information in accordance with the Privacy Act 1988 (Cth) (as amended or replaced from time to time), the Australian Privacy Principles (APPs), guidance issued by the Office of the Australian Information Commissioner (OAIC), Australian Charities and Not-for-profits Commission's (ACNC) guidance on managing people's information and data, and good governance practice.
- 1.3. We are committed to ensuring personal information is handled lawfully, fairly, transparently, only where reasonably necessary for our functions and activities, and in a way that is reasonable in the circumstances.
- 1.4. By interacting with AHA, including through our website, participating in programs or engaging with our services, you consent to the collection, use and disclosure of personal information as described in this Privacy Policy, unless otherwise required or authorised by law.

2. Scope

- 2.1. This policy applies to personal information collected in connection with AHA's functions and activities, including through:
 - stakeholder engagement and collaboration activities
 - national animal health programs and initiatives
 - governance, advisory and committee participation
 - training, workshops, forums and conferences
 - consultation processes and research activities
 - recruitment and contractor engagements
 - supplier relationships and procurement processes
 - digital platforms, websites and online services
 - publicly available sources where lawful.
- 2.2. This policy does not apply to third-party websites accessible via links on AHA's website. Those third parties are responsible for their own privacy practices.

3. Definitions

- 3.1. **Personal information** means information or an opinion about an identified individual, or an individual who is reasonably identifiable, whether the information is true or not and whether recorded in material form.
- 3.2. **Sensitive information** includes information relating to racial or ethnic origin, political opinions or affiliations, religious or philosophical beliefs, membership of a professional or trade association

or union, sexual orientation or practices, criminal record, health information or disability information, and biometric information.

3.3. **De-identified information** is information that no longer reasonably identifies an individual.

4. Types of Personal Information We Collect

4.1. The personal information we collect depends on the nature of your interaction with AHA and what is reasonably necessary for our functions and activities.

4.2. Examples may include:

- name
- job title or professional role
- organisation or employer
- contact details (email address, postal address, telephone number)
- professional credentials or qualifications
- committee membership or governance participation information
- stakeholder engagement records
- event registration information
- travel or accessibility requirements
- dietary requirements for events
- photographs, audio or video recordings captured at events
- correspondence and enquiries submitted to AHA
- information contained in consultation responses or submissions
- research participation information
- recruitment information such as CVs, employment history and referee details
- contractor or supplier information including ABN and banking details
- financial details necessary for administering payments

4.3. We generally do not collect sensitive information unless it is reasonably necessary for our functions or activities, you consent to its collection, or collection is required or authorised by law.

4.4. Where sensitive information is collected, we will explain the purpose at the time of collection.

4.5. You do not have to provide us with your personal information. Where possible, we will give you the option to interact with us anonymously or by using a pseudonym. However, if you choose to deal with us in this way or choose not to provide us with your personal information, we may not be able to assist you by providing information, delivering services and/or including you in programs or activities.

5. How We Collect Personal Information

5.1. We collect personal information directly from you where possible, including when you:

- participate in AHA programs or initiatives
- attend meetings, workshops or conferences
- participate in emergency animal disease preparedness activities
- contribute to working groups or committees
- submit enquiries or requests
- participate in consultations, surveys or research
- apply for employment or contract opportunities
- subscribe to communications or publications
- engage as a supplier or service provider
- interact with AHA digital platforms

5.2. We may collect personal information through:

- online forms
- written correspondence
- email communications
- telephone interactions
- event registration systems
- survey and consultation platforms
- contractual arrangements

5.3. We may also collect personal information from third parties where appropriate, including:

- government agencies
- industry organisations
- research institutions
- training providers
- service providers supporting AHA operations
- publicly available sources

6. Unsolicited Personal Information

6.1. If we receive personal information that we did not request, we will determine whether we could lawfully have collected the information under the APPs.



- 6.2. If we determine we could not have collected the information, we will take reasonable steps to destroy or de-identify it as soon as practicable.

7. Children and Minors

- 7.1. AHA does not knowingly collect personal information from individuals under the age of 18 without appropriate consent.
- 7.2. If we become aware that personal information relating to a minor has been collected without appropriate authorisation, we will take reasonable steps to delete the information.

8. Using Our Website

- 8.1. There are many aspects of our website which can be viewed without providing personal information.
- 8.2. We collect anonymous browsing information such as browser type and version, operating system, referring website, pages viewed and date and time of access.
- 8.3. AHA may use cookies and analytics tools to improve website functionality, understand usage patterns, enhance user experience, improve communications, and improve digital services.
- 8.4. Cookies generally do not identify individuals. You may configure your browser to refuse cookies, although some website functions may be affected.

9. How We Use Personal Information

- 9.1. We collect and use personal information only where reasonably necessary for our functions and activities, or as otherwise permitted or required by law.
- 9.2. Purposes may include:
- supporting national animal health and biosecurity initiatives
 - supporting emergency animal disease preparedness capability
 - facilitating collaboration between government and industry
 - administering programs, committees and initiatives
 - conducting consultation and engagement processes
 - administering events and training activities
 - conducting research and analysis
 - managing stakeholder relationships
 - administering grants, funding or program agreements where applicable
 - processing applications and registrations
 - administering recruitment processes
 - managing supplier and contractor relationships

- maintaining organisational records
- communicating updates, publications and information
- responding to enquiries and feedback
- complying with legal, governance and regulatory obligations

9.3. We may also use personal information for related secondary purposes where individuals would reasonably expect such use or where otherwise permitted by law.

9.4. We do not use personal information for solely automated decision-making that significantly affects individuals.

10. Disclosure of Personal Information to Third Parties

10.1. We may disclose personal information to third parties in accordance with this policy where reasonably necessary for our functions or activities or where required or authorised by law.

10.2. Recipients may include:

- employees and officers
- contractors and consultants
- service providers including IT providers, software platforms and cloud hosting providers
- professional advisers including legal, accounting and consulting providers
- government departments and agencies
- industry bodies and research organisations
- training providers and program partners
- auditors
- regulatory authorities

10.3. We may also disclose personal information:

- where consent has been provided
- where required by law
- to prevent serious threats to life, health or safety
- to support animal health or biosecurity responses
- for law enforcement purposes
- to investigate suspected unlawful activity

10.4. We do not sell personal information.

11. Overseas Disclosure of Personal Information

- 11.1. Some service providers engaged by AHA may store or process personal information outside Australia.
- 11.2. This may occur where AHA uses third-party providers that support its operations, including providers of:
- cloud hosting and data storage services
 - collaboration platforms
 - event management platforms
 - survey or consultation platforms
 - IT and system administration services
 - cybersecurity services
- 11.3. Where AHA discloses personal information to an overseas recipient, AHA takes reasonable steps to ensure the recipient handles the information in a manner consistent with the Australian Privacy Principles, are subject to privacy protections similar to those in Australia and only access the information necessary for the contracted purpose.

12. Direct Marketing and Communications

- 12.1. Providing information to you is important to us. As part of this service, we may use your personal information to identify a product or service that you may be interested in. We may with your consent, use the contact details you have provided to contact you from time to time whether by phone, email, or post to tell you about products or services that we believe may be of interest to you, in accordance with applicable marketing laws, such as the Australian Spam Act 2003 (Cth).
- 12.2. You can opt-out of receiving direct marketing communications from us at any time by contacting us directly or by using the unsubscribe facility in the electronic communication you receive.

13. Security of Personal Information

- 13.1. AHA takes reasonable steps to protect personal information from misuse, interference, loss and unauthorised access, modification or disclosure.
- 13.2. Security measures include:
- access controls and authentication requirements
 - encryption of data where appropriate
 - network security protections
 - secure document management systems
 - confidentiality obligations for staff and contractors
 - privacy and cybersecurity training

- monitoring of systems and risks
- secure disposal practices

14. Retention of Personal Information

14.1. Personal information is only retained for as long as reasonably necessary to:

- fulfil the purposes described in this policy
- comply with legal obligations
- support governance and recordkeeping requirements
- resolve disputes

14.2. AHA will take reasonable steps to destroy or permanently de-identify personal information it holds if it is no longer needed for AHA's business purposes and it is permissible by law to do so.

15. Notifiable Data Breaches

15.1. If AHA experiences a data breach that is likely to result in serious harm, we will comply with the Notifiable Data Breaches scheme.

15.2. We will:

- assess suspected breaches promptly
- take steps to contain the breach
- notify affected individuals where required
- notify the Office of the Australian Information Commissioner
- take steps to mitigate harm

15.3. If you believe your personal information has been involved in a data breach, please contact us immediately using the details provided in this policy.

16. Accessing and Correcting Your Personal Information

16.1. You may request access to your personal information by contacting AHA using the details provided in this policy. We may take reasonable steps to verify your identity before providing access.

16.2. Unless an exemption applies under the Privacy Act 1988 (Cth), AHA will provide access to the personal information it holds about you. We will tell you the reason if we do not provide access to your information.

16.3. You may also request corrections to personal information that we hold if you believe that the information is inaccurate, out-of-date, incomplete or misleading and AHA will take reasonable steps to correct information where appropriate.

16.4. AHA will respond to requests for access or correction within a reasonable period.

- 16.5. We generally do not charge a fee for access requests, although a reasonable administrative fee may apply in limited circumstances.

17. Complaints

- 17.1. If you have concerns about how AHA handles personal information, including a potential breach of the Privacy Act or the Australian Privacy Principles, you may contact us using the details below.
- 17.2. We will acknowledge your complaint, investigate the matter, and respond within a reasonable period (generally within 30 days).
- 17.3. If you are not satisfied with our response, you may lodge a complaint with the Office of the Australian Information Commissioner:

www.oaic.gov.au

Phone: 1300 363 992

18. How to Contact Us

- 18.1. If you have any questions about this Privacy Policy and would like further information, please contact us by any of the following means during business hours Monday to Friday.

Animal Health Australia Limited

Level 3, 243 Northbourne Avenue Lyneham ACT 2602

+612 62325522

aha@animalhealthaustralia.com.au

19. Updates to This Privacy Policy

- 19.1. We may update this Privacy Policy periodically to reflect legislative developments, regulatory guidance, technological developments or evolving governance expectations.
- 19.2. The current version will be published on the AHA website.
- 19.3. Your continued use of AHA's website or services or provision of further personal information to AHA once this policy has been amended constitutes your acceptance of the amended policy.
- 19.4. This policy was last updated on 20 May 2026.