

CHILDREN'S HEALTH AID TEAM

PRIVACY POLICY

The privacy and confidentiality of your personal information does matter to us.

This Policy applies to the personal information you give us and the subsequent organization of your CHAT trip into Vietnam.

Use and Transmission of Information

Most of CHAT's collection of personal information is transmitted electronically. The information you supplied and attached to your Membership and Trip application form is held and stored with our Secretary and Treasurer as electronic and hard copy files and databases (for the purpose of any applicable future statistics). It is also passed on to those organizing our trips in Vietnam who are staff at Hong Hanh Diagnostic Pty Ltd, our local representative who vouches for CHAT's integrity. In turn, government and other local Vietnamese authorities may sight the documents/ information sent, when they are considering approval for CHAT's services in their region.

Electronic correspondence which includes your personal information (as CHAT requests for organizing your trip), is not guaranteed to be 100% secure. Any information disclosed online is vulnerable to interception and misuse by unauthorized parties.

However, CHAT will take every reasonable step to protect the security of your personal information but is not liable for unauthorized access to your information.

If you are a clinician, the CHAT Secretary may access the AHPRA and Dental Board websites to confirm if your registration is currently free of conditions or encumbrances.

CHAT policy is not to give out email addresses for past or present CHAT members and volunteers without their prior permission. If a person or member outside the CHAT Management Committee seeks to contact past or present CHAT members and volunteers, they may provide a letter or information sheet to the CHAT Secretary. Subject to approval by the CHAT Management Committee that the matter is appropriate, the CHAT Secretary may then send the letter/information on their behalf.

Your email address and phone number can be used for the purposes of recruiting for future CHAT trips and/or upcoming CHAT events. If you do not want to receive contact from CHAT, please advise

our Secretary.

No method of electronic storage is considered 100% secure. Where personal information is stored by a third party e.g. Hong Hanh Diagnostic P/L, we ask the parties to maintain security of the information. Our online form provider Jotform Inc, adheres to multiple international privacy regulations. Any specific questions about security of storage, please contact the CHAT Secretary or Treasurer.

Release of Information

We will, upon your request, and subject to privacy laws, provide you with access to your personal information that is held with us. We request you verify your identity and as clearly as possible tell us the information you request. CHAT will generally seek your permission before featuring you in any of our speciality promotional material. However, it is assumed that you understand CHAT may post photos of our volunteers during and after their trip on our social media platforms or on our website, which may or may not include photographs or videos of you in a professional and/or social setting. If you do not wish to have your photo featured in any online platform, it is imperative that you advise your trip leader and the appropriate CHAT social media representative.

We are not responsible for the actions of other volunteers, and we strongly encourage that if you do not wish to be featured in any photos, that you make it known to the volunteers on your trip. Vice versa, we encourage all volunteers to seek permission from individual volunteers before featuring them in your photos or videos online.

During trips

Any medical conditions or personal problems you disclose will be the concern of all on the trip if it affects the smooth functioning, goodwill and/or safety of the whole team. Confidentiality is inbuilt in the dental and medical professions. Seek assurance if you have concerns about privacy for any problems you have from the Team Leader and/or Team Doctor.

Any political agitation or association with local rights activists, political bloggers or minority groups is likely to be noticed by Communist authorities who may be covertly monitoring the team. Keep in mind that local laws and local privacy practices apply while you are in Vietnam.

Religious activities should not be contrary to the "national interest", "public order" and "national great unity", as the Vietnamese government likes to phrase it. *

Revision and Contact Information

We may revise this Privacy Policy from time to time.

Please review this Policy for updates at any time.

If you have any questions, comments or would like to make a complaint relating to this Privacy Policy or the way we handled your personal information, please contact:

The Secretary - CHATsecretary@gmail.com

Post: c/- Melanie Chen, PO Box 64, Inglewood WA 6932.Management Committee
Children's Health Aid Team Inc (CHAT)

If you are dissatisfied with our response, you may refer the matter to the Australian Information (Privacy) Commissioner (refer www.oaic.gov.au).

Last revised –April 2020

* For more information on human rights in Vietnam, go to <https://www.hrw.org/world-report/2016/country-chapters/vietnam>