



ANTA PRIVACY POLICY

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INTRODUCTION

The Australian Natural Therapists Association Ltd (ANTA) is committed to protecting your privacy and ensuring you have a positive experience on our website and when engaging with our services.

This Privacy Policy explains how ANTA collects, uses, discloses, and secures your personal information in accordance with the Privacy Act 1988 (Commonwealth) and the Australian Privacy Principles (APPs).

This Privacy Policy applies to:

- ANTA's website (www.australiannaturaltherapistsassociation.com.au)
- ANTA's member services and operations
- All other products and services offered by ANTA

ANTA may update this Privacy Policy from time to time to reflect changes in our practices or applicable legislation.

We will notify you of any material changes by posting the updated policy on our website. It is your responsibility to review this policy regularly to stay informed of any changes.

1. TYPES OF PERSONAL INFORMATION COLLECTED AND HELD

1.1 Personal Information We Collect

ANTA collects personal information that is necessary for, or directly relates to, our functions and activities. The personal information we collect may include:

Member and Registration Information:

- Full name, title, date of birth and Photo Identification
- Contact details (email address, phone number, postal address)
- Clinic or practice details and location
- Professional qualifications, Accreditations and Certifications relating to the Association
- Continuing professional Development (CPD) records
- Professional indemnity insurance Certificate of Currency
- First aid Statement of Attainment (HLTAID011 or Higher)
- Memberships with other professional organisations (Including Health Fund Provider Numbers)
- Professional references and referee information (Pre 2020)
- Account preferences and communication choices
- ANTA Statutory Declaration
- Working With Children and/or Police Check
- IELTS/Language Proficiency Test

Account and Transaction Information:

- Membership status and history
- Payment and Billing information
- Transaction records and Invoices

Professional and Compliance Information:

- Codes of conduct compliance history

- Disciplinary records and complaints
- Investigation and compliance matters
- Character references and supporting documents
- Professional conduct and ethics records

Survey and Engagement Information:

- Responses to member surveys and feedback forms
- Participation in ANTA events, programs, and activities
- Correspondence with ANTA (emails, letters, support tickets)
- Social media interactions and engagement
- Feedback and product improvement suggestions
- Registration for courses, workshops, or training

Website Information:

- Internet Protocol (IP) address
- Browser type and operating system
- Device identifiers (including mobile device IDs)
- Pages visited and time spent on each page
- Links clicked and files downloaded
- Referring website or application
- Date and time of access
- Search queries and keywords used
- Geographic location (where permitted by device settings)

Third-Party Information:

- Information provided by referrers or referees
- Employment or professional history information
- Information from partner organisations or affiliated bodies
- Publicly available professional information

1.2 Sensitive Information

ANTA recognises that some personal information may be considered sensitive under the Privacy Act 1988 (Cth). ANTA will only collect sensitive information where necessary and with your consent. This may include:

- Information revealing health information relevant to professional practice
- Information about professional disciplinary history or complaints
- Information about criminal convictions or charges (where relevant to membership)

2. HOW WE COLLECT PERSONAL INFORMATION

2.1 Collection Methods

ANTA's usual practice is to collect personal information directly from you. We collect personal information through various methods:

Direct Collection:

- Membership application forms (online and paper-based)

- Website registration and account creation
- Online contact forms and enquiry submissions
- Practitioner directory (opt in)
- Email communications with staff
- Telephone conversations
- In-person interactions at events, conferences, and meetings
- Payment and billing processes

Automated Collection:

- Website and app analytics tools
- Cookies and similar tracking technologies
- Server log files
- Authentication and session tracking
- Usage analytics and performance metrics

Third-Party Sources:

- Industry partners' associations or affiliated organisations
- ANTA staff, employers, or referrers
- Publicly available sources and professional databases
- Government and regulatory bodies (where legally required)
- Third-party service providers (with your consent upon joining)
- Member-to-member referrals

Unsolicited Personal Information:

If we receive unsolicited personal information that is not directly related to ANTA's functions or activities, we may destroy it or ensure it is de-identified if it is lawful and reasonable to do so.

2.2 Lawful Basis for Collection

ANTA only collects personal information that is necessary for, or directly relates to, our functions and activities. We ensure that collection and storage of personal information is fair, lawful, and unintrusive. We collect personal information based on:

- Your explicit consent
- Your request for ANTA's services or products
- Legal obligations or requirements
- Legitimate interests in providing services and managing relationships
- Contractual obligations

3. WHY WE COLLECT AND USE PERSONAL INFORMATION

3.1 Primary Purposes

ANTA collects and uses your personal information for the following primary purposes:

Membership Management:

- Maintaining an accurate and up-to-date membership database
- Processing membership applications and renewals
- Assessing membership eligibility and suitability

- Managing membership status, fees, and benefits
- Administering member records and communications
- Tracking professional development and accreditation requirements

Service Provision:

- Providing member services, products, and programs
- Delivering practitioner referral services (telephone, internet, directory)
- Managing events, conferences, workshops, and training programs
- Responding to enquiries and providing customer support
- Processing transactions and managing accounts
- Issuing certificates, credentials, and confirmations

Professional Standards and Compliance:

- Enforcing ANTA's Code of Professional Conduct
- Investigating complaints and disciplinary matters
- Monitoring compliance with membership requirements
- Maintaining professional standards and ethics
- Managing disputes and complaints processes
- Communicating compliance requirements and updates

Communication and Marketing:

- Sending newsletters, bulletins, eDMs and important updates
- Notifying you of new products, services, and special offers
- Providing information relevant to your professional interests
- Communicating industry updates and regulatory changes
- Promoting ANTA's services and member activities
- Facilitating professional networking opportunities

Research and Improvement:

- Conducting surveys and gathering feedback
- Analysing member satisfaction and engagement
- Improving our services, products, and website
- Understanding member needs and preferences
- Developing new programs and services
- Conducting statistical analysis and trend identification

Advocacy and Representation:

- Representing members' interests to government bodies
- Liaising with health funds and insurance providers
- Communicating with WorkCover and other authorities
- Engaging with regulatory boards and accreditation bodies
- Advocating for recognition of natural therapies
- Supporting industry-wide initiatives and campaigns

Legal and Regulatory Compliance:

- Complying with applicable legislation and regulations
- Responding to legal requests and regulatory enquiries

- Maintaining statutory records and requirements
- Fulfilling tax and financial obligations
- Managing disputes and legal proceedings

Other Purposes:

- Assisting the public in making informed health service choices
- Providing information to potential patients about practitioners
- Supporting professional development and continuing education
- Managing employment and contractor relationships
- Maintaining website security and functionality

3.2 Secondary Uses

ANTA may use personal information collected for a primary purpose for related secondary purposes that you would reasonably expect, including:

- All activities consistent with ANTA's mission and constitutional objectives
- Improving member experience and service delivery
- Identifying and addressing member concerns
- Providing emergency or safety-related communications
- Verifying identity and preventing fraud

4. CONSENT AND USE OF PERSONAL INFORMATION

4.1 Consent

When You Provide Consent:

You consent to this Privacy Policy and ANTA's collection, use, and disclosure of your personal information by:

- Submitting an online form
- Creating a membership account
- Registering for an event or service
- Providing information to ANTA staff
- Using ANTA's website or mobile application
- Communicating with ANTA

Understanding Consent:

You understand and acknowledge that:

- Providing personal information is required for ANTA to provide our services
- Your consent applies to the collection, use, and disclosure described in this policy
- ANTA relies on your personal information to deliver services and fulfill our obligations
- If you choose not to provide required information, you may not be able to access certain services

Withdrawal of Consent:

You may withdraw your consent at any time by contacting ANTA (see Section 9: Contact Us).

Upon receiving and actioning your withdrawal request:

- We will note your request on our system

- We will cease using your personal information for the purposes you have withdrawn consent
- We may still need to retain your personal information if required by law or for legitimate purposes
- We will use our best endeavours to action your request as soon as possible
- During the processing period, ANTA will not hold liability for use of your personal information

4.2 Opt-Out Options

You may opt-out of:

- Direct marketing communications
- Promotional emails and newsletters
- Survey participation and feedback requests
- Non-essential communications

To opt-out, contact ANTA using the details provided in Section 9, or use the unsubscribe link in any marketing communication.

5. WEB ANALYTICS AND COOKIES

5.1 Web Analytics

ANTA uses web analytics services, including cookies and similar technologies, to:

- Analyse usage patterns of our website and online facilities
- Understand how visitors interact with our services
- Measure the effectiveness of our digital marketing
- Improve website functionality and user experience
- Compile usage reports for ANTA

5.2 Cookies

What Are Cookies?

Cookies are small pieces of information stored by your browser on your computer's hard drive or device memory. They are used to:

- Remember your preferences and settings
- Track website usage and navigation
- Identify return visitors
- Support website functionality
- Enable analytics and reporting

How We Use Cookies:

ANTA uses cookies for:

- Website analytics and usage tracking
- Session management and authentication
- Personalising your experience
- Remembering login information
- Functionality of online forms and surveys

Third-Party Cookies:

Our website may use cookies from third-party analytics providers (such as Google Analytics) to collect information about your visit. Although these cookies do not generally contain personally identifiable information, they may contain your IP address. You are effectively anonymous to us.

Cookie Preferences:

You may refuse or disable cookies by selecting the appropriate settings on your browser or device. However, please note that:

- If you disable cookies, you may not be able to use full functionality of our website or applications
- Some website features may not work properly without cookies
- By using our website and online facilities, you consent to the processing of data about you by Google and similar providers

6. HOW WE STORE AND PROTECT PERSONAL INFORMATION

6.1 Storage of Personal Information

ANTA stores personal information in the following formats:

- Electronic Storage: Databases, cloud storage, hard drives, email systems and secure file repositories
- Physical Storage: Paper files, documents and records maintained in secure locations
- Third-Party Storage: External service providers and cloud platforms (with contractual protections)

6.2 Security Measures

ANTA takes necessary steps to protect personal information from misuse, loss, interference, and unauthorised access. Security measures include:

Technical Security:

- Encryption of sensitive data in transit and at rest
- Firewall protection for network systems
- Anti-virus and malware protection
- Secure password policies and access controls
- Regular security updates and patches
- SSL/TLS encryption for website communications
- Database security features and access restrictions

Organisational Security:

- Limited access to personal information (only authorised staff)
- Staff training on privacy and security
- Clear data handling policies and procedures
- Visitor and contractor access restrictions
- Secure disposal of personal information
- Confidentiality agreements with all staff

Credit Card Security:

- Credit card details are processed through secure banking systems

- PCI DSS compliant payment processing
- Credit card details are not stored by ANTA after transaction completion
- For accommodation bookings through ANTA, credit card details are retained only until event conclusion

6.3 Limitations

While ANTA employs best practices to protect personal information, we acknowledge that:

- No method of transmission over the internet is 100% secure
- No method of electronic storage is completely risk-free
- We cannot guarantee absolute security of all personal information
- You assume some risk when transmitting personal information online

7. DISCLOSURE OF PERSONAL INFORMATION

7.1 When We Disclose Personal Information

ANTA only discloses personal information for purposes that are reasonably related to our functions and activities. We will not sell or disclose personal information for commercial gain or profit outside the ANTA organisational structure.

7.2 Permitted Disclosures

ANTA may disclose your personal information to the following categories of third parties:

Service Providers:

- Technology and IT service providers (including cloud service providers and data processors)
- Internet service providers and web hosting services
- Email and communication service providers
- Data analytics providers
- Website and app development providers

Administrative Service Providers:

- Courier services (e.g., Australia Post)
- Mailout and printing services
- Debt collection agencies
- Marketing and advertising agencies
- Accounting and financial service providers
- Legal service providers

Professional Network and Members:

- Industry partners and affiliated organisations
- Other professional associations
- Government bodies and regulatory authorities
- Health funds and insurance providers
- WorkCover and workers' compensation authorities
- Medical and healthcare practitioners (with consent)

Legal and Regulatory:

- Courts and judicial officers (as required by law)

- Government agencies and departments
- Police and law enforcement (as required)
- Regulatory bodies and professional boards
- AHPRA and health registration authorities
- Therapeutic Goods Administration (TGA)

Event and Delegate Information:

- When you register for ANTA events, we may disclose your first name, last name, and organisation as part of a delegate list to registered attendees, sponsors, and exhibitors.

7.3 Disclosure Principles

When disclosing personal information, ANTA:

- Limits disclosure to information that is necessary
- Discloses only when permitted by law or with your consent
- Ensures recipient organisations have appropriate privacy protections
- Obtains contractual commitments regarding confidentiality
- Does not disclose for purposes of commercial gain

7.4 Overseas Disclosure

ANTA may disclose personal information to third parties located overseas. Where this occurs:

- We use reasonable endeavours to ensure overseas recipients are subject to similar privacy protections
- We include privacy obligations in contractual arrangements
- We ensure recipients understand their data processor responsibilities under relevant privacy laws
- You acknowledge that overseas laws may not provide the same privacy protections as Australian law

8. ACCESS TO AND CORRECTION OF PERSONAL INFORMATION

8.1 Your Right to Access

You have the right to request access to personal information that ANTA holds about you. When you request access, ANTA will:

- Verify your identity for security purposes
- Provide the requested information in a timely manner
- May charge a fee to cover reasonable costs of providing the information (but not for the request itself)
- Comply with your request within a reasonable time period (generally 30 days)

Limitations on Access:

ANTA may refuse to provide access if:

- The information is not required to be provided under the Australian Privacy Principles
- Providing access would be unlawful or could harm others' privacy
- The information is contained in legal privilege or litigation material
- Other legal or regulatory restrictions apply

8.2 Your Right to Correction

You have the right to request correction of inaccurate personal information. ANTA will:

- Update your personal information to ensure it is accurate, complete, and up-to-date
- Remove information that is misleading or no longer relevant
- Add additional information to make the record complete
- Respond to your request within a reasonable time

Self-Service Updates:

ANTA relies in part upon members and clients advising us when their personal information changes. You can update your information: online through your member account; by contacting ANTA directly; by completing a member update form; or via email or phone (see Section 9: Contact Us).

9. DIRECT MARKETING AND PROMOTIONAL COMMUNICATIONS

9.1 Direct Marketing Communications

ANTA may send you direct marketing communications, including:

- Promotional emails about new products and services
- Special offers and member discounts
- Event invitations and announcements
- Newsletter and industry updates
- Surveys and market research requests
- Information about benefits and services

9.2 Spam Act Compliance

ANTA complies with the Spam Act 2003 (Cth) and will not send unsolicited commercial electronic messages in breach of this Act.

Requirements for Direct Marketing:

ANTA will only send you direct marketing if:

- We use information you reasonably expected us to use for marketing purposes
- We have provided you with a simple, clear method to opt-out
- We provide accurate information about ANTA
- The communication identifies ANTA as the sender

9.3 Opt-Out Options

You may opt-out of direct marketing at any time by:

- Clicking the "unsubscribe" link in any email communication
- Contacting ANTA in writing or by email (see Section 9: Contact Us)
- Updating your communication preferences in your member account
- Requesting removal from mailing lists

Once we receive your opt-out request:

- We will cease sending marketing communications
- We will update our records within a reasonable timeframe
- You will not receive further unsolicited marketing from ANTA

10. THIRD-PARTY LINKS AND SOCIAL MEDIA

10.1 External Websites and Links

ANTA's website and services may contain links to third-party websites. Please note:

- ANTA does not control or endorse third-party websites
- We are not responsible for the privacy practices of external websites
- This Privacy Policy does not apply to third-party websites
- You should review the privacy policy of any third-party website before providing information

10.2 Social Media Platforms

ANTA uses the following social media platforms:

- Facebook
- LinkedIn
- YouTube
- Instagram

Third-Party Privacy Policies:

When you interact with ANTA on social media:

- The social media platform's privacy policy applies to your information
- ANTA is not responsible for how social media platforms handle your data
- You should review each platform's privacy policy and terms

Your Responsibility:

- Exercise caution when accessing external websites
- Verify information from third-party sources independently
- Understand that ANTA cannot be held liable for losses from reliance on third-party information

11. CHILDREN'S PRIVACY

11.1 Children Under 13

ANTA's services are not intended for children under the age of 13. ANTA does not knowingly collect personal information from children under 13.

11.2 If We Discover a Child's Information

If we discover that a child under 13 has provided us with personal information:

- We will immediately delete this information from our servers
- We will not use the information for any purpose
- Parents or guardians may contact us to request deletion

11.3 Children 13 and Older

For individuals aged 13 and older:

- Parental consent may be required depending on age and jurisdiction
- You acknowledge that you are providing your own information
- Parents may contact us regarding their child's account

12. PRIVACY BREACHES AND DATA SECURITY INCIDENTS

12.1 Notification of Breaches

In the unlikely event of a breach of privacy affecting your personal information:

- We employ practices to notify relevant bodies as required by the Privacy Act 1988 (Cth)
- We will notify you without undue delay if the breach is likely to result in serious harm
- We will notify the Office of the Australian Information Commissioner (OAIC) as required

12.2 Breach Response Procedures

Upon discovery of a data breach, ANTA will:

- Immediately secure and isolate affected systems
- Assess the scope and impact of the breach
- Determine which individuals are affected
- Notify affected individuals as soon as practicable
- Report to the OAIC within required timeframes
- Document the incident and implement corrective measures
- Review and strengthen security practices

12.3 Your Rights Following a Breach

If your personal information is involved in a breach:

- You have the right to be informed
- You may request information about the breach
- You may lodge a privacy complaint with ANTA or the OAIC
- You may take legal action if you suffer loss or damage

13. CONTROLLING YOUR PERSONAL INFORMATION

13.1 Your Privacy Rights

You have the following rights regarding your personal information:

Choice and Consent:

- Providing personal information to ANTA is generally optional
- Refusing to provide information may limit access to certain services
- You consent to ANTA's use of your personal information as described in this policy
- You can withdraw consent at any time

Anonymity:

ANTA will provide individuals with the option of remaining anonymous or using a pseudonym where:

- It is lawful and practicable to do so
- The transaction does not require ongoing identification
- For ongoing relationships (membership, enrolments), anonymity may not be possible

Restriction:

You may request restriction of collection or use of your personal information by:

- Contacting ANTA in writing
- Specifying which uses you wish to restrict

- Providing reasons for the restriction
- Understanding that restriction may limit services

Access:

You may request details of personal information ANTA holds about you as described in Section 8.1.

Correction:

You may request correction of inaccurate information as described in Section 8.2.

Deletion:

You may request deletion of your personal information, subject to:

- ANTA's legal obligations to retain records
- Legitimate business purposes
- Contracted storage requirements

14. COMPLAINTS PROCEDURE

14.1 Lodging a Privacy Complaint

If you believe ANTA has breached the Australian Privacy Principles under the Privacy Act 1988 (Cth) or any registered Australian Privacy Principles Code, you may lodge a complaint:

Step 1: Contact ANTA

First, contact ANTA in writing and include:

- Your contact details
- The section or provision of the Australian Privacy Principles or Code that you believe we breached
- ANTA's practice or policy that you believe breaches the relevant principle
- A description of the alleged breach and impact
- Any supporting documentation

Step 2: ANTA's Response

ANTA will:

- Acknowledge receipt of your complaint within 5 business days
- Investigate the complaint thoroughly
- Allow you a reasonable time (generally 30 days) to provide additional information
- Respond to your complaint within 30 days or advise of any delays
- Advise you of our findings and corrective actions

14.2 Escalation to OAIC

If you are not satisfied with ANTA's response, you may lodge a complaint with the:

Office of the Australian Information Commissioner (OAIC)

GPO Box 5218, Sydney NSW 2001

Phone: 1300 363 992

Email: enquiries@oaic.gov.au

Website: www.oaic.gov.au

Further details about making a privacy complaint to the OAIC can be found at:

www.oaic.gov.au/privacy-complaints.

15. CHANGES TO THIS PRIVACY POLICY

15.1 Policy Updates

ANTA may update this Privacy Policy from time to time to:

- Reflect changes in our practices
- Comply with new or amended legislation
- Improve clarity and transparency
- Address emerging privacy risks
- Respond to feedback

15.2 Notification of Changes

When we make material changes to this Privacy Policy:

- We will notify you by posting the updated policy on our website
- We may send notification via email for significant changes
- For major changes, we may seek your consent
- Changes are effective immediately after posting unless otherwise stated

15.3 Reviewing This Policy

You are advised to review this Privacy Policy periodically to stay informed of:

- Changes to our privacy practices
- Updates to privacy legislation
- New third-party service providers
- Changes to your rights and our obligations

16. CONTACT INFORMATION

For questions, complaints, or to exercise your privacy rights, please contact ANTA:

Australian Natural Therapists Association Ltd
Postal Address: PO BOX 657, Cotton Tree QLD 4558

Australian Natural Therapists Association Ltd
NAO Location: 1/106 Sixth Avenue, Maroochydore QLD 4558

Email: info@anta.com.au

Phone: 1800 817 577

Website: www.australiannaturaltherapistsassociation.com.au

Membership Enquiries: info@anta.com.au

Request for Access or Correction:

- Please include in your request:
 - Your full name and contact details
 - Description of information you're requesting
 - Your member ID (if applicable)
 - Any supporting documentation

ANTA will respond to requests within a reasonable timeframe, generally within 30 days.

17. ADDITIONAL INFORMATION

17.1 Terms of Use

This Privacy Policy should be read in conjunction with ANTA's Terms and Conditions.

By using ANTA's website, app, and services, you agree to both documents.

17.2 Related ANTA Policies

This Privacy Policy complements ANTA's other governance documents:

- ANTA Constitution
- ANTA Code of Professional Conduct
- ANTA Complaints Resolution Procedure
- ANTA Social Media Policy
- ANTA AI Use Policy

17.3 Regulatory Compliance

This Privacy Policy is designed to comply with:

- Privacy Act 1988 (Commonwealth)
- Australian Privacy Principles (APPs)
- Spam Act 2003 (Cth)
- Applicable state and territory privacy laws
- Australian Consumer Law
- Workplace surveillance and privacy obligations

17.4 Data Protection Officer

ANTA has appointed a Privacy Officer responsible for:

- Overseeing privacy compliance
- Investigating privacy complaints
- Developing and implementing privacy policies
- Training staff on privacy obligations
- Managing privacy incident response

17.5 Accountability

ANTA is committed to:

- Transparent privacy practices
- Prompt response to privacy inquiries
- Fair and ethical data handling
- Regular review and improvement
- Accountability to members and the community

18. ACKNOWLEDGMENT

By providing personal information to ANTA, you acknowledge that you:

- Have read and understood this Privacy Policy
- Consent to ANTA's collection, use, and disclosure of your personal information as described
- Understand your rights regarding your personal information
- Accept the terms and conditions of this policy
- Will contact ANTA if you have questions or concerns

END OF PRIVACY POLICY

This Privacy Policy is the property of the Australian Natural Therapists Association Ltd (ABN 68 000 121 142) and is classified as Public.

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For more information, visit: www.australiannaturaltherapistsassociation.com.au or contact ANTA.