



Pharmaceutical Defence Limited

ABN 51 004 065 794

P: 1300 854 838

F: +61 (0)3 9819 1706

E: info@pdl.org.au

www.pdl.org.au

PDL Collection Notice (APP5)

Pharmaceutical Defence Limited ABN 51 004 065 794, including but not limited to any related subsidiary or associated entities are referred to as “PDL”, “we”, “our”, or “us” in this notice.

The Privacy Act 1988 (Cth) contains Australian Privacy Principles (APPs) which set out standards, rights, and obligations in relation to the handling, holding, accessing, and correction of Personal Information. Under APP 5 – Notification of the collection of Personal Information, we must take reasonable steps, before or at the time we collect Personal Information, to notify you of certain matters or to ensure that you are aware of those matters.

This notice should be read in conjunction with our Privacy Policy, which contains information about how we handle your Personal Information (including Personal Information collected via our website) and how to contact us if you have any questions about our management of Personal Information. You can obtain a copy of our Privacy Policy directly from our website or by contacting our Privacy Officer using the details set out below.

Who is collecting your Personal Information?

Your Personal Information is being collected by PDL.

Our Privacy Officer handles enquiries and requests relating to our handling of Personal Information and can be contacted if you have any questions about our management of Personal Information or compliance with the Privacy Act:-

Phone: 1300 854 838

Email: privacy@pdl.org.au; or

In writing (post):

Privacy Officer
Pharmaceutical Defence Limited
PO Box 777
Hawthorn, VIC 3122

Collection of your Personal Information

We will collect your Personal Information from you directly whenever it is reasonable and practical to do so. There are a number of ways we may collect your Personal Information, including when you:

- Submit information through our website
- Deal with us face-to-face, in writing (by letter, facsimile, or email), or by telephone
- Participate in any of our events or promotions, or subscribe to any of our publications
- Submit an application renewal, Notification of Incident report (‘NOI’), quote, service request and/or service query to us
- Visit our website (such as through the use of ‘cookies’ to record the way you use our website)



Pharmaceutical Defence Limited

ABN 51 004 065 794

P: 1300 854 838

F: +61 (0)3 9819 1706

E: info@pdl.org.au

www.pdl.org.au

- In the course of supplying products and services to you, or through our other dealings with you

The Personal Information we collect about members and applicants for membership includes:

- Name and date of birth;
- general contact information such as address, telephone, fax and email;
- professional practice information including your place of work, your work telephone number, AHPRA registration number, State of employment;
- details of any applicable business structure and/or ownership relevant to your insurance policy in connection with PDL membership
- subscription preferences;
- information relating to insurance claims; and
- NOI data including details of facts, circumstances and events reported to PDL

How we disclose and transfer your Personal Information

No Sale - We will not sell your Personal Information to third parties as We are not in the business of doing so.

Subsidiary – If we share your data with our subsidiaries, they will maintain Personal Information in accordance with our Privacy Policy.

Agents, Consultants and Service Providers – Our contractors and service providers may be provided with your information to process Personal Information behalf of PDL or in connection with performance of such functions.

The purpose of collecting your Personal Information

We collect, use, and disclose Personal Information reasonably necessary for our business purposes. We may also contact you using the details, (including Personal Information) which you provide to us in order to provide you with information about products and services you may be interested in. Those business purposes may include:

- To provide members with access to, or use of, the Services or functionality and to analyse your use of such Services or functionality
- Supplying our members with products and services
- Make a decision as to granting you access to use such Service
- To assess your ongoing qualification to use such Services
- Managing the supply of our products and services (including processing invoices, receipts and payments)
- Managing relationships with our members and stakeholders
- Responding to enquiries about applications, accounts, and our products and services (including through our technical publications and catalogues)
- Assessing and investigating insurance claims or risks



Pharmaceutical Defence Limited

ABN 51 004 065 794

P: 1300 854 838

F: +61 (0)3 9819 1706

E: info@pdl.org.au

www.pdl.org.au

- Dealing with complaints
- Conducting research, development, and marketing (including direct marketing)
- Debt collection, confidential dispute resolution, legal proceedings, or otherwise establishing, exercising or defending a legal or equitable claim
- Complying with legal and regulatory requirements. There are various Australian laws which require us to collect and/or disclose your Personal Information.

We may also use or disclose your Personal Information for another purpose related to the primary purposes set out above. For example, we may use the information you have already given us to supply you with further products and services. However we will only use or disclose information for another purpose with your consent or if you would reasonably expect us to do so.

What may happen if we do not collect your Personal Information?

If we do not collect your Personal Information we may be unable to provide you with our products or services, process or assess your application, finalise payment of products or services you have requested, provide products you have requested, or otherwise do business with you or an entity you are connected with.

Who will we disclose your Personal Information to?

As detailed in our Privacy Policy, there are certain circumstances in which we may disclose, transfer or share your Personal Information with our subsidiary APPco or affiliates, Attvest Finance, Ecleva IT, Meridian Lawyers or Guild Insurance Limited without further notice to you, as set out in the Privacy Policy.

Access to and correction of your Personal Information

Our Privacy Policy contains information about how you can access the Personal Information we hold about you and seek correction of that information.

Privacy Complaints

Our Privacy Policy contains information about how you may complain about a breach of the APPs and how we will deal with such a complaint.

Overseas disclosures of your Personal Information

We do not collect on behalf of or disclose Personal Information to any recipients located outside Australia.