




NATA Privacy Policy

September 2025



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NATA Privacy Policy

Purpose

NATA is committed to safeguarding the personal information entrusted to us by our members and clients. We manage your personal information in accordance with the Australian Privacy Principles (APP's) contained in the *Privacy Act 1988 (Cth)*. This policy describes how we manage any personal information we hold. (Personal information means any information that may be used to identify an individual.)

This policy applies to NATA and to any person providing services on our behalf. A copy of this policy is provided on the NATA website and is available to members, clients and the general public.

NATA's services

NATA is Australia's national laboratory accreditation body as recognised in a Memorandum of Understanding with the Commonwealth Government.

Activities

NATA provides a range of accreditation programs including:

- Testing and calibration
- Inspection
- Reference Material Producers
- Proficiency Testing Providers
- Medical Imaging
- Sleep Disorders Services
- Biobanking
- Human Pathology
- Respiratory Function Laboratories

NATA is also Australia's national compliance monitoring authority for facilities undertaking non-clinical health and environmental studies in accordance with the OECD Principles of Good Laboratory Practice.

NATA also provides services that complement accreditation activities including:

- Provision of advice to enquirers requiring the services of NATA accredited facilities
- Provision of a publicly available listing of accredited facilities
- Provision of documents relating to NATA and its activities

Personal information

NATA collects personal information from the following individuals:

- Authorised Representatives
- Site contacts
- Laboratory/facility personnel
- Technical Assessors/advisers
- NATA Committee members
- Seminar registrants
- General members of the public (including complainants) who voluntarily give such information

The personal information held by NATA will vary depending on your relationship with NATA. It may include your name; position; professional qualifications; business address; business telephone, mobile phone, home address; home telephone and personal mobile phone numbers; e-mail address; memberships of professional associations and your employment history.

If you choose not to provide personal information, we may not be able to provide you with the services you require or we may not be able to appoint you to a position (e.g. assessor, committee member) for which you have been nominated.

Collection of solicited personal information

NATA collects personal information in a number of ways including:

- Directly when information is provided in person or in documents such as an application form, request form or questionnaire;
- If you are required to register for a NATA event or seminar;
- When you use the NATA website and/or request access to the Members Portal;
- From publicly available sources of information.

The information that NATA will collect about you when you use the NATA website and/or Members Portal will depend on how you use the facilities offered by the NATA website.

If you need to access any secure area of the NATA website and/or Members Portal, you will be required to apply for access using the Portal Access Request form available from the NATA website. The information you provide using this form is used by NATA to check your identity and eligibility for access to the secure areas.

The Members Portal and the NATA website offer a number of interactive facilities including search engines, document or file upload/download capability, as well as online enquiry forms. Other than from enquiry forms, NATA generally does not capture any personal information that you may enter when using these tools.

NATA may from time to time collect sensitive information, e.g. memberships of professional associations, outcomes of hearing tests, visual impairment status. Collection of this sensitive information is necessary to enable NATA to carry out one or more of its activities. Where practicable and reasonable, NATA will seek the consent of the individual concerned at the time of collection. Otherwise NATA considers that a permitted general situation exists.

Use and disclosure of personal information

We use member, client or enquirer personal information for the purpose for which the information was collected. This may include to:

- Conduct and provide the services described above (see NATA's Services)
- Administer and manage those services including charging, billing and collecting debts
- Seek feedback from you on ways to improve NATA's services
- Respond to your queries or feedback
- Provide you information on NATA's activities and services
- In response to a specific enquiry, provide you information on NATA accredited facilities

Personal information may be disclosed to organisations outside NATA. Such organisations may include:

- Government and regulatory authorities and other organisations, as required or authorised by law^{*1}
- Government and regulatory authorities and other organisations with which NATA has a Memorandum of Understanding or similar formal agreement^{*2}
- Accreditation bodies with which NATA has a Mutual Recognition Agreement (MRA)^{*3}
- Auditors conducting MRA audits or other similar evaluations
- Professional advisers including accountants, auditors and lawyers
- Credit providers
- Outsourced service providers managing NATA services including:
 - debt-recovery
 - mailing
 - photocopying

1. Under the Cyber Security Act 2024 ransomware reporting obligations, where NATA may be required to submitted a ransomware payment report, we may disclose any of your information impacted or suspected of being impacted by the ransomware incident, but only in circumstances where NATA considers that in so doing, it would provide a tangible benefit to the incident response, mitigation or resolution of the cyber security incident by a Commonwealth body or State body.

2. Details of any applicable agreements including with overseas organisations will be listed under the agreements section of the NATA website, www.nata.com.au

3. Listings of NATA's overseas MRA partners are available via the websites of APAC (www.apac-accreditation.org) or ILAC (www.ilac.org)

NATA seeks to ensure that any third parties to whom your personal information is disclosed comply with the requirements of the Privacy Act.

In performing some of our operational business activities, it may be necessary to use some service providers located outside of Australia. Your personal information (including sensitive information) may need to be disclosed to them strictly for these purposes. Where this is necessary, ideally, we will use an entity prescribed by the Government as having equivalent privacy regimes to those of Australia. In any case, NATA will undertake an information security risk assessment of the third party, prior to sharing your information.

NATA does not sell, lease or licence your personal information or use your information for direct marketing, other than where it may relate to the primary purpose of the collection.

Quality of and access to personal information

NATA takes all reasonable precautions to ensure that the personal information collected, used and disclosed is accurate, complete and up-to-date. The accuracy of the information is, however, dependent to a large extent on the information with which we are provided. NATA strongly recommends that you:

- Advise us if there are errors in your personal information at any time
- Keep us up to date with changes to your personal information.

Wherever possible, NATA will correct any error on request. In some cases we may ask for a written request for correction.

Individuals have a right to access their own personal information in a record that is in the custody or under the control of NATA, subject to some exceptions. For example, organisations are required under the Privacy Act to refuse to provide access to information that would reveal personal information about another individual.

If we refuse a request in whole or in part, we will provide the reasons for the refusal. In some cases where exceptions to access apply, we may withhold that information and provide you with the remainder of the record.

Security of personal information

NATA protects personal information in a manner appropriate to its classification under NATA's information classification scheme. We make every reasonable effort to prevent any loss, misuse, disclosure or modification of personal information, as well as any unauthorised access to personal information through the implementation of a combination of organisational and technical measures including: identity and access management, anti-virus, data leakage prevention, information encryption, physical control, information security risk management, training and awareness raising activities.

NATA takes reasonable steps to preserve the security of personal information collected when you use the NATA website.

Unfortunately, no data transmission over the internet can be guaranteed as totally secure. Accordingly, although NATA strives to protect such information, NATA cannot ensure or warrant the security of any information you transmit to us or from our online products or services and you do so at your own risk. Once we receive your transmission, we take reasonable steps to preserve the security of the information in our own systems.

NATA may also communicate with its members electronically through the use of the Members Portal infrastructure, for example uploading documents / files on the Members Portal for a specific member to access. Each Members Portal account is only accessible to the authorised user(s).

NATA's information systems are administered and managed by NATA's Information and Communications Technology Department. Additionally, off-site back-ups of these information systems are maintained in an external datacentre compliant with ISO/IEC 27001.

We retain personal information only as long as reasonably necessary to fulfil the purposes for which the information was collected or for legal or business purposes.

We use appropriate security measures when destroying personal information, including secure destruction and disposal of hardcopy records and permanently deleting electronic records on their statutory expiration.

You may make a request for access to your personal information by writing to our Head of Compliance and Governance (contact details below). You must provide sufficient information in your request to allow us to identify the information you are seeking. NATA reserves the right to charge a fee for searching for and providing access to your personal information.

Complaints

Complaints about a breach of the APP's can be made by writing to our Head of Compliance and Governance (contact details below) or via the 'contact NATA' section of the NATA website, www.nata.com.au. Complaints will be managed and investigated in accordance with NATA's complaint handling procedure. A written response will be provided at the conclusion of the investigation.

Updating this policy

This policy will be reviewed from time to time to take account of new laws and technology, changes to our operations and practices and the changing business environment. Updated versions of this policy will be published on the NATA website from time to time.

Contact details

If you have any questions in relation to privacy, please contact:

Tony Vandenberg
Head of Compliance and Governance
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AMENDMENTS

The table below provides a summary of changes made to the document with this issue.

Section	Amendment
NATA's services	Removal of references to Training/NATA Education Department
Personal information	Removal of reference to training course