



AUSTRALIAN DENTAL ASSOCIATION VICTORIAN BRANCH INC.

BRANCH POLICY STATEMENT 3.08

USE OF MEMBERS' CONTACT DETAILS

1. ISSUE

- 1.1 The Branch regularly receives requests for access to members' contact details.
- 1.2 The Branch regularly receives requests to distribute other organisations' surveys to members for completion.
- 1.3 This document outlines the Branch policy on the use of, and access to members' contact details.
- 1.4 The Branch aims to ensure members' contact details are not disclosed for purposes that do not benefit members professionally.
- 1.5 The Branch needs to have control over the number and timing of communications to members.
- 1.6 The timing of Branch communications to members is carefully coordinated, and the Branch will take this into consideration when considering all requests to distribute communications to members.
- 1.7 The Branch has obligations under the Privacy Act 1988 and the Spam Act 2003, which prohibit the use of member contact details in some circumstances.

2. DEFINITIONS

- 2.1 Contact Details: Any member information, in electronic or paper form, which includes name, postal address, email address or any other information that could identify members.
- 2.2 Mailing List: Electronic worksheet containing Contact Details.
- 2.3 Commercial purpose: An activity that may result in an organisation gaining financially from contact with ADAVB members.

3. GENERAL

- 3.1 The Branch will not distribute Contact Details of members to those organisations that intend to contact members for commercial purposes.
- 3.2 The Branch will not distribute surveys with a commercial purpose, unless they demonstrate a clear benefit to members.
- 3.3 Benefits to members could include, for example, an outcome of improved services or the provision of information to support a policy position in the interests of members.
- 3.4 Proposals to distribute surveys of a commercial nature must be approved by the Policy and Research Manager, who will assess the potential benefits to members as a result of the survey (see point 4, below, and Appendix I).

- 3.5 Where strategic alliances have been formed between the Branch and commercial organisations, in accordance with a referral agreement, the Branch may arrange for a limited number of mailings to members or subsets of members on behalf of the strategic partner. Mailing lists will not be supplied to them. Undelivered mail must be returned to the Branch, not the commercial organisation.
- 3.6 The Branch will only distribute Contact Details to those organisations listed in Branch Policy Statement 01.02 Privacy as being authorised to receive them. Contact Details will not be distributed to any other organisations.
- 3.7 Regional Groups will be provided with the names and email addresses of members within their Group at least once a year, to facilitate communication within the Group.
- 3.8 All parties that receive a list of member contact details must acknowledge that the information:
- is the property of the Branch;
 - must be used only for the specified purpose, as agreed to by the Branch;
 - is supplied for one use only; and
 - must not be distributed further, copied or otherwise reproduced, or used to update, alter or improve any other mailing list.
- 3.9 All requests for access to the Contact Details will be considered on a case-by-case basis, in accordance with Branch Policy 01.02 Privacy. The Branch reserves the right to refuse or rescind access to Contact Details at any time, except where access is required by law.

4 REQUESTS FOR ADAVB TO DISTRIBUTE SURVEYS OR OTHER RESEARCH-RELATED MATERIALS

- 4.1 Except for surveys for approved eviDent Foundation projects, Federal ADA and Branch-initiated surveys, the Branch does not usually agree to distribute surveys on behalf of others. Researchers from recognised organisations, who are seeking opportunities to distribute research surveys should first contact the Federal ADA before applying to ADAVB.
- 4.2 When the Branch does distribute a survey, the preference is for emails to be used to invite members to complete a survey, or a statement to be placed on the Branch website, which includes a hyperlink to the online survey. However, the Branch may directly distribute surveys to members. Other survey formats may be considered for eviDent projects under exceptional circumstances, see Appendix 2 for further details.
- 4.3 The Branch provides email contact with members to enable the conduct of approved research projects through eviDent Foundation. This may be subject to review and approval by the Policy and Research Manager. Applications for review and approval is found in Appendix 2.
- 4.4 Applications for assistance in contacting members for research purposes, other than approved eviDent projects, will be assessed by the Policy and Research Manager in

relation to the following criteria:

- Completion of the questions in Appendix 1 of this Policy
- The format of the communication to members will be in accordance with this policy and any other requirements that the Branch introduces.
- The survey content – the survey is relevant to dentistry and members are able to offer valuable input;
- The time taken to complete the survey – members will be able to complete the survey within a reasonable time-frame; and
- Any other relevant factors.

4.5 The Policy and Research Manager will make a recommendation to the CEO and Branch Council, as appropriate, for approval based on an assessment against the criteria outlined above.

4.6 Members who participate in research are entitled to be informed of the findings. Researchers are therefore asked to identify (in Appendix 1 or Appendix 2, as appropriate) the process they intend using to inform participants, and members generally, of the research findings.

Branch Policy Statement Number	BPS 3.08
Adopted by Council	3 December 2012
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Amended by Council	24 March 2014 16 February 2015 7 May 2018 26 April 2021
Relevant Rules	
Relevant By-Laws	
See also	BPS 3.08 Appendix 1 – Survey Proposal Form BPS 3.08 Appendix 2 - eviDent Survey Proposal Form Branch Policy Statement 1.02 – Privacy

Appendix 1 – Survey Proposal Form
Appendix 2 – eviDent Survey Proposal Form