

AMT Privacy Policy

(Reviewed September 2026)

Scope

This policy explains how the Association of Massage Therapists Ltd (AMT) collects, holds, uses and discloses personal information. It applies to members, prospective members, people who make a complaint about a member, and visitors to the AMT website.

Summary

- We collect and hold personal information about members and prospective members to manage memberships, provide referrals, and carry out AMT's other functions.
- If someone makes a complaint about a member, we may also collect health information as part of investigating that complaint. We only collect health information with consent, or where the law permits it.
- We keep your information secure and only share it with third parties, such as private health insurance funds, where necessary for our functions or where the law requires it.
- We use cloud-based services, including AWS, Stripe, Saasu, Jotform, Zoom and Mailchimp, to run our systems, process payments, manage forms, host events, and communicate with members. This may mean your information is stored or processed overseas. (See "[Sending information overseas](#)" below.)
- You can ask to see or correct the personal information we hold about you at any time, and can opt out of having your practice contact details published on the AMT website for public referrals or online searches.

The personal information we collect

We may collect: name, address, phone number, email address, and financial details (for example, payment information).

We also collect: date of birth, qualifications, police checks, first aid certifications, insurance certificates of currency, practice addresses, and continuing professional development activities from members.

If someone makes a complaint about an AMT member, we may collect health information as part of investigating that complaint.

Sensitive information

Health information is treated as sensitive information under the Privacy Act, and we handle it with extra care. We only collect sensitive information with your consent, or where the law otherwise permits or requires it, for example, where it's relevant to investigating a complaint about a member.

How we collect your information

We usually collect your personal information directly from you, for example, when you apply for or renew your membership, update your details, register for an event, place a classified advertisement, or lodge a complaint about a member.

If we collect personal information about you from someone else, for example, from a person making a complaint about you, we will take reasonable steps to tell you that we have collected it and why.



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How we store and protect your personal information

We hold personal information in secure electronic systems. We take reasonable steps to protect it from misuse, loss, and unauthorised access, modification, or disclosure. This includes restricting who within AMT can access personal information, and reviewing our practises as our systems change.

AMT's member data is hosted entirely Australia. We also use Microsoft 365 for email and document storage. Our Microsoft 365 tenant is set up within an Australian billing address, and our data is stored in Microsoft's Australian data centres.

Why we collect, use and disclose your information

We collect and use personal information to:

- register and manage your membership, including renewals
- communicate with you about your membership
- provide referrals to members of the public
- investigate and manage complaints made about members
- report to third parties such as private health insurance funds
- plan, manage, review and audit AMT's activities
- carry out AMT's other functions and activities.

If you don't provide the personal information we ask for, we may not be able to offer or maintain your membership, or let you take part in our programs, events, and activities.

You can choose not to have your practice contact details published for public referrals, private practice listings, or online searches. Let us know if you would prefer this.

We will not use your personal information for direct marketing unless the Privacy Act allows us to do so.

Sending information overseas

Our systems integrate with several third-party service providers, and personal information is disclosed to them in the normal course of running AMT. Most of these providers are based in the United States, with some information also going to India, Ireland and Germany. The main providers, and what is disclosed to each, are set out below.

Mailchimp - marketing and newsletter emails

We disclose your email address, first and last name, gender, state, membership level and type, reason for joining, and referral source. Mailchimp stores this information on servers located in the United States.

Mailchimp transactional (Mandrill) - system-generated reminders

This service delivers all automated, system-generated emails (for example, renewal, first aid and professional development reminders). We disclose the recipient's email address and the full content of the reminder. It runs on the same Mailchimp infrastructure based in the United States.

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Stripe – credit card payment processing

We disclose payment and related personal information to Stripe to process member payments. Stripe may transfer this information to the United States and India as part of its standard operations.

Sentry - error monitoring

We disclose error reports generated by our systems, which can include request details, IP addresses, and user identifiers. AMT uses the United States region for this.

New Relic - performance monitoring and log forwarding

We disclose application performance data and forwarded application logs to New Relic to monitor and maintain our systems. AMT uses the United States region for this.

Zoom - webinars and online events

When you register for a Zoom meeting or webinar, we disclose your name and email address to Zoom as part of that registration. Where possible, our Zoom account is configured to use Australian data centres for in-meeting data. However, account-level data such as registration details is generally stored on servers in the United States regardless of this setting so your information may still be disclosed to a recipient in the United States.

Jotform - online forms

We use Jotform for online forms, such as event registrations and practice address additions. Jotform stores data on servers in the United States and Germany. This means information you submit through our Jotform forms may be disclosed to recipients located in the United States and Germany.

Clickatell - legacy SMS gateway

This service has historically been used to send SMS messages, and we disclose the recipient's mobile number and message content. Clickatell infrastructure is hosted in Ireland.

Before we disclose personal information to an overseas recipient, we take reasonable steps to ensure they handle it in a way that is consistent with Australian Privacy Principles including reviewing providers' security certifications and data handling terms. However, if an overseas recipient breaches the APPs, you may not be able to seek redress under Australian law in the same way you could against an entity based in Australia.

Accessing and correcting your information

You have the right to ask for access to the personal information we hold about you, and to ask us to correct it if it's inaccurate, incomplete, or out of date. We take reasonable steps to keep your information accurate and up to date, including asking members to confirm or update their details at each annual renewal.

To request access or correction, contact us using the details below.

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How to make a complaint

If you have a complaint about how AMT has handled your personal information, please contact us using the details below. We will investigate your complaint and respond within a reasonable time.

If you are not satisfied with our response, you can complain to the Office of the Australian Information Commissioner www.oaic.gov.au.

The AMT website

We only collect personal information through our website if you choose to provide it, for example, by emailing us. We may also collect non-identifying information about how visitors use our website, such as browser type, pages requested, and general location, to help us monitor and improve our website and services.

Our website may link to other websites. This policy doesn't cover those sites, and AMT isn't responsible for their content or privacy practices.

Contact us

For questions about this policy, to request access to or correction of your personal information, or to make a privacy complaint, contact:

AMT Secretary/Privacy Officer
info@amt.org.au
02 9211 2441
Level 18, 570 George Street
Sydney NSW 2000