

## **SURVEY POLICY**

As part of its work RARMS actively seeks to engage with rural, remote and Indigenous Australians to understand their views, needs and expectations. One mechanism RARMS uses to do that is surveys.

Survey answers are usually conducted electronically through one of RARMS's websites or social media pages. This document sets out how we will use, store and disclose the information you provide when you respond to a survey.

### **1 Use, Storage and Disclosure of Survey answers**

#### **1.1 Use of Survey Answers**

Survey answers will be used to inform internal planning for health service delivery, reporting on performance, the design of new services, submissions to the Government and advocacy on behalf of rural, remote and Indigenous communities.

Surveys may also be used for reporting on rural and remote health, and for the promotion and utilisation of any report.

For example, if you have been asked to provide comments we may quote your answers in a report or promotional material. If we do this we will not use your name or address or any other information that could identify you unless we get your permission.

##### *(a) Name and address*

RARMS normally does not ask for your name and email address in its surveys to protect your privacy and confidentiality. We know that rural, remote and Indigenous people are sometimes worried about having their say in case this may result in a negative reaction.

Generally we will only ask for general information such as your postcode, gender and Aboriginality to make sure that we are getting the views of a cross-section of rural, remote and Indigenous communities and can see if different rural groups have different views on issues in the survey.

If we do ask for your name and address it is so we can ensure that we do not have multiple responses from individuals, and in order to follow up with you about your responses. The only people who will have access to your name, email address, and other personally identifiable information are the survey coordinator, who's name will be provided in the survey invitation, and any research team working directly with that person on the particular project.

(b) *Verification*

RARMS reserves the right not to use information submitted by any individual where it appears in RARMS view that the information is false, inaccurate or is otherwise involved in any way in manipulating, interfering or tampering with the information submitted to RARMS.

(c) *Publicity*

By providing a survey answer you consent to RARMS using your de-identified information (that is the responses you provide without any information identifying who you are) in any media for an unlimited period of time without remuneration for the purpose of furthering the aims of the survey (including any outcome) and/or promoting any products or services, distributed and/or supplied by RARMS in connection with the survey.

## **1.2 Storage of Survey Answers**

RARMS usually stores your survey answers and personal information on its databases in Australia and will keep that information in accordance with the *Privacy Act 1988* (Cth) (the Privacy Act) and Australian Privacy Principles (APPs). For more information on this see RARMS Privacy Policy.

(a) *Offshore storage*

RARMS uses SurveyMonkey for the collection, aggregation and analysis of survey data. The information collected in these surveys is transmitted and stored securely in the United States and is accessed by RARMS in accordance with this Survey Policy and SurveyMonkey's terms of use. You can access SurveyMonkey's terms of use [here](#). We will always make it clear when we use SurveyMonkey.

You may decline to provide this information by not responding to these surveys. If you do provide a survey answer you consent to storage of your survey answer offshore (outside of Australia). This means that once you have chosen to participate in the survey RARMS will not have an obligation to take reasonable steps to ensure that SurveyMonkey does not breach the Australian Privacy Principles in relation to personal information that is given to SurveyMonkey. You can access SurveyMonkey's privacy policy [here](#).

## **2 Privacy**

RARMS is committed to protecting your privacy. If RARMS collects any personal identifiable information and/or sensitive information through its surveys you consent to RARMS collecting, using and disclosing that information in accordance with this policy.

### **3 Copyright**

Ownership of all survey answers received by RARMS remains vested with the respective author(s) of the survey answer.

However, in participating in a survey for RARMS, you grant a permanent, irrevocable, royalty-free licence to allow RARMS to use, reproduce, publish, adapt, perform or communicate to the public any of your survey answers on RARMS website, including converting any of your survey answers into a different format.

To the extent that your survey answers contain material that is owned by a third party, you warrant that you have obtained all necessary licences and consents required for the use of those materials (including for RARMS to use, reproduce, publish, perform or communicate to the public), and have made arrangements for the payment of any royalties or other fees payable in respect of the use of such material.

### **4 Limitation of liability**

RARMS is not responsible or liable to any person for any loss, damage or injury (economic, consequential or otherwise) suffered or allegedly suffered as a result of the use of information provided to RARMS in response to the survey or the inquiry more generally, except for any liability which cannot be excluded by law.

### **5 Participation in surveys by children and young people**

RARMS values the opinions of children and young rural, remote and Indigenous people and acknowledges their rights to express their views.

Due to legislative requirements in the United States of America, where SurveyMonkey is based, and concerns about the privacy of children, SurveyMonkey do not allow children to participate in surveys which they conduct on behalf of RARMS. Therefore, children and young people under the age of 15 may not participate in surveys conducted by SurveyMonkey on behalf of RARMS. RARMS will notify potential participants when they are using SurveyMonkey.