

## Privacy Policy

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<b>Related Policies and Documents:</b>	Nil		
<b>Approved By:</b>	Board of Directors	<b>Date Approved &amp; Resolution #:</b>	30 May 2024 2024/31
<b>Version Control:</b>	Version # 5.0 (May 2024)	<b>Next Review Due:</b>	May 2026

Where the words "CRAICCHS" are used throughout this Policy, it is implied that the trading name represents the legal entity of Cherbourg Regional Aboriginal and Islander Community Controlled Health Services Ltd.

### PRIVACY STATEMENT

CRAICCHS regularly collects and uses individuals' personal and sensitive information to ensure delivery of appropriate, timely and quality health and wellbeing services. We are committed to ensuring the privacy and confidentiality of all personal information (which includes sensitive and health information). CRAICCHS must comply with the Australian Privacy Principles (APPs) under the Privacy Act 1988, the Information Privacy Act 2009 and other privacy laws that govern how an individual's personal information is handled. CRAICCHS will take such steps as are reasonable in the circumstances to implement practices, procedures and systems to ensure compliance with the Australian Privacy Principles.

### SCOPE

This Privacy Policy applies to personal information collected by CRAICCHS, who are governed by the Australian Privacy Principles under the Privacy Act 1988 (Cth) and the Information Privacy Act 2009 (Qld).

CRAICCHS will regularly review this policy to ensure it is in agreement with any changes that may occur. The most up to date copy can be obtained either from our website or by contacting CRAICCHS.

### CLIENT CONSENT

When a person registers as a client of CRAICCHS, they provide consent for our General Practitioners, other health practitioners and/or staff to collect and use their personal information, so they can provide the best possible healthcare and services to the client. Only staff who need to see an individual's personal information will have access to it. If CRAICCHS needs to use a client's information for anything else, additional consent will be sought from the client to do this.

### PERSONAL INFORMATION WE COLLECT AND WHY WE COLLECT IT

CRAICCHS collects personal information for a purpose that relates directly to our functions and activities.

#### Members

Personal members' information is collected for the primary purpose of maintaining a Members' Register in accordance with our annual reporting obligations. This information includes the Member's name, address, and contact details.

## Clients

CRAICCHS main purpose for collecting, using, holding and sharing a client's personal information is to manage their health and/or to plan, coordinate and provide healthcare or wellbeing services to them. We also use it for directly related business activities, such as financial claims and payments, meeting our reporting accountabilities, upholding our duty of care, practice audits and accreditation, and business processes (e.g. staff training). **CRAICCHS collects and stores your personal information ONLY when it is related to our work with you.**

We are committed to providing you with the highest level of care to support you and/or your family. We understand that you may not want to provide some information to us. The information we ask of you is relevant to providing you with services you have requested. If you choose not to provide us with some or all of that information we ask, we may not be able to provide you with and services you require.

### Clinic Clients:

CRAICCHS collects personal information to provide health services. The information CRAICCHS will usually collect about a client includes names, date of birth, addresses, contact details, medical information including health status information, medical history, medications, allergies, adverse events, immunisations, social history, results of clinical investigations and tests, family history and risk factors, Medicare number (where available) for identification and claiming purposes, Healthcare identifiers and health fund details. The information we collect and hold depends on individual circumstances and may include images and recordings.

A client has the right to deal with us anonymously or under a pseudonym unless it is impracticable for CRAICCHS to do so or unless we are required or authorised by law to only deal with identified individuals.

If a client provides incomplete or inaccurate information to us or withholds personal health information from us, we may not be able to provide the client with the service they are seeking.

### Clients of Social Services Program:

Personal information we collect, use and store may include personal details (name, date of birth, next of kin, address, phone number, gender, languages spoken, identified special needs); names and address of friends/family who may be supportive; significant health, income or other information which may be needed by yourself or CRAICCHS; forms, assessments and work notes (case plans, goals, receipts); information that may be important to you for legal reasons (e.g. disclosure of an assault or crime against you); information that you may request CRAICCHS safeguards on file such as official documents, birth certificates etc. The information we collect and hold depends on individual circumstances.

## Employees

Personal information of employees' is collected for the primary purpose of processing their entitlements, including payment of wages, superannuation and taxation obligations. Additional information may be collected to protect client and organisational interests. Information held by CRAICCHS may include personal address and contact details, date of birth, employment history, qualifications, resume, bank account details, superannuation fund membership details, tax file number, police check history and relevant related to service delivery (such as Blue Cards), immunisation information, medical certificates driver license details, workers compensation history, training records and workplace surveillance information.

## HOW PERSONAL INFORMATION IS COLLECTED

Information is collected in a number of ways, including:

- Directly from you in most circumstances (such as when completing registration or other forms, during medical consultations and services, during assessments, completing a survey or feedback form, and from emails or telephone calls)

- From other sources such as another family member, guardian or responsible person, other involved healthcare providers, such as specialists, allied health professionals, hospitals, a health fund, Medicare, or the Department of Veterans' Affairs (as necessary).

We will collect personal information directly from you rather than from a third party unless:

- You have given us consent to collect the information from a third party
- We are required under law to collect the information from a third party
- It is unreasonable or impracticable to collect the personal information directly from you. This may include where the clients' health may be at risk and personal information is needed to provide them with emergency medical treatment.

## HOW PERSONAL INFORMATION IS USED AND DISCLOSED

CRAICCHS only uses and discloses personal information for the purpose for which it was collected or for any other purpose that is directly related to our function and activity or otherwise permitted by law (such as through contractual agreements with the Commonwealth or a court subpoena). If information is required for another reason, we will ask for your, or your authorised representative's, permission.

CRAICCHS is required in certain situations to provide personal information to agencies, bodies and individuals such as:

- With third parties who work with our organisation for business purposes, such as accreditation agencies or information technology providers – these third parties are required to comply with the Australian Privacy Principles and this policy
- Where CRAICCHS is authorised to provide an agency (such as the Department of Health) with personal information to enable care or services to be delivered to a person
- With other specialist or healthcare providers to enable us to provide the best care and services possible to improve the quality of life for our clients
- When it is necessary to lessen or prevent a serious threat to a client's life, health or safety or public health or safety, or it is impractical to obtain the client's consent
- When there is a legal requirement to share certain personal information (e.g. some diseases require mandatory notification)
- During the course of providing medical services, through My Health Record.

Your information is used to provide services to you, to provide you with information about services and to assist you with enquiries. Information is also used to improve or develop our services, and to monitor and evaluate our quality and performance.

Only people who need to access personal information will be able to do so. Other than in the course of providing medical or wellbeing services or as otherwise described in this policy, we will not share personal information with any third party without your consent.

Notwithstanding the above, you have the right to withdraw consent to release your personal information (e.g. for direct marketing) at any time. This can be arranged by contacting CRAICCHS at any time.

CRAICCHS will not share personal information with anyone outside Australia (unless under exceptional circumstances that are permitted by law). In the event that your personal information is required to be disclosed to an overseas recipient, we will take all steps that are reasonable in the circumstances to ensure that overseas recipients do not breach the APP's

## STORING AND PROTECTING PERSONAL INFORMATION

Personal information may be stored at our premises in various forms such as paper or electronic records and visual records such as X-rays, CT scans, videos and photos.

CRAICCHS will take reasonable steps to protect personal information from misuse, interference, loss, unauthorised access, modification or disclosure. CRAICCHS uses technologies and processes such as access control procedures (password protection and controlled staff access), network firewalls, encryption and controlling access to health record storage areas to protect privacy. All staff are required to sign confidentiality agreements.

### Data Breach

CRAICCHS will take appropriate, prompt action if we have reasonable grounds to believe that a data breach may have, or is suspected to have, occurred. Depending on the type of data breach, this may include a review of our internal security procedures, taking remedial internal action to reduce any potential harm, notifying affected individuals and the Office of the Australian Information Commissioner (OAIC). If we are unable to notify individuals, we will publish a statement on our website and take reasonable steps to publicise the contents of this statement.

## ACCESSING AND CORRECTING PERSONAL INFORMATION

You have the right to request access to, and correction of, personal information held by CRAICCHS by contacting the relevant Manager. CRAICCHS acknowledges clients may request access to their medical records. This request will be evaluated as per the requirements and conditions of privacy legislation.

There may be instances where access is denied to certain records or parts of records as allowed under privacy legislation. Generally, if requested, an individual will be granted access to any personal information held about them, however CRAICCHS may deny access to personal information if:

- We believe that it would unreasonably impact the privacy of another individual or the public
- It poses a serious threat to the life, health or safety of any individual
- It is unlawful to provide the information
- The request is vexatious or frivolous
- Access is otherwise exempt or denied under the Australian Privacy Principles or another law.

If we deny access to personal information, we will provide reasons in writing for the decision and provide a process for lodging a complaint.

CRAICCHS will respond within a reasonable timeframe however it may take up to 30 days. A small fee may be charged to meet the costs of extracting and photocopying the information. All requests will require proof of identity or authority, which will be recorded along with the information request.

CRAICCHS will take reasonable steps to make sure personal information we collect, use and disclose is accurate, complete and up to date. From time to time, staff may ask you to verify personal information held by us is correct and current. You may also request, in writing, to the appropriate Manager that CRAICCHS correct or update information. All requests will require proof of identity or authority. If CRAICCHS and the individual cannot agree as to whether the information is accurate, complete, relevant or up-to-date, we will, on request, record a statement of the dispute.

## DIRECT MARKETING

From time to time, we may contact you to provide you with information about other services offered by us that may be of benefit to you and your family. This includes information or services that can help improve your wellbeing. We may also provide you with newsletter or other publications. When we contact you, it may be via mail, phone, email or text-message. When you become a client of CRAICCHS you consent to us using your personal information for direct marketing (as described in this document) unless you have contacted us to withdraw your consent. If you do not wish to receive marketing material from us, you can contact us at any time to let us know

## COMPLAINTS HANDLING

CRAICCHS take complaints and concerns regarding privacy seriously. If you have any concerns, complaints or suggestions about the management of your personal information we ask that you contact us directly at the details below. CRAICCHS will attempt to resolve the complaint according to our complaint resolution procedure and respond within 30 days. If you are not satisfied with the response, you may contact the Office of the Australian Information Commissioner (OAIC) in writing using the online form [www.oaic.gov.au](http://www.oaic.gov.au) or call 1300 363 992.

## CONTACT US

Chief Executive Officer  
CRAICCHS  
PO Box 398  
Murgon QLD 4605  
Ph. (07) 4169 8600

## POLICY REVIEW STATEMENT

This privacy policy will be reviewed regularly to ensure it is in accordance with any changes that may occur. The most up-to-date copy can be obtained by contacting CRAICCHS using the above-mentioned details.