

GOV-LDDSWQL-05

POLICY NAME:	Privacy Policy
Date of Implementation:	28 March 2017
Date Reviewed:	
Due Date for Review:	31 March 2020
APPLICATION:	LIFELINE DARLING DOWNS & SOUTH WEST QLD LTD

RATIONALE:

This privacy policy applies to personal information collected by Lifeline Darlings Downs and South West Queensland Limited (LDDSWQL). While there are specific documents relating to divisional areas including Human Resources, Client Service Delivery (Human Services) and Information & Communication Technology (ICT), this document provides an overarching summary of how we handle personal information.

LDDSWQL adheres to the Information Privacy Principles as outlined in the Information Privacy Act 2009 (Qld) and the Privacy Act 1988 (Cth). The organisation has effective information management systems that maintain appropriate controls of privacy and confidentiality for stakeholders.

RELATED DOCUMENTATION:

- Human Services Quality Framework, Department of Communities, Child Safety and Disability Services (QLD) – Standard 1 Governance and Management and Standard 6 Human Resources
- AS/NZS ISO 9001:2016 Quality Management Systems 7.5 Documented Information.
- Australian Privacy Principles 2014, Australian Government, Office of the Australian Information Commissioner
- The Privacy Act 2008 (Cth)
- Information Privacy Act 2009 (Qld)
- Information Privacy Act 2009 (Qld) Obligations of Contracted Service Providers
- HR-S-02 Code of Conduct
- PROC-HS-06 Client Complaints

POLICY

Personal Information Handling Practices:

Collection

LDDSWQL usually collects personal information about individuals directly from those individuals or their authorised representative. On occasion personal information may be collected from a third party or from a publicly available source, but this only happens if:

- The individual has consented to such collection or would reasonably expect us to collect their personal information in this way, or
- If it is necessary for a specific purpose such as the investigation of a complaint.

LDDSWQL only collects personal information for purposes which are directly related to our functions or activities, and when it is necessary for or directly related to such purposes.

Use and disclosure

LDDSWQL only uses personal information for the purposes for which it collected it – purposes which are directly related to one of our functions or activities. We do not give personal information about an individual to other community organisations, Government agencies, private sector businesses or anyone else unless one of the following applies:

- The individual has consented
- The individual would reasonably expect, or has been told, that information of that kind is usually passed to those individuals, organisations, bodies or agencies

- It is otherwise required by law; or
- It will prevent or lessen a serious and imminent threat to someone's life or health.

Data security

We take steps to protect the personal information we hold against loss, unauthorised access, use, modification or disclosure, and against other misuse. When the personal information that we collect is no longer required, and according to any funding body requirements where applicable, we destroy or delete it in a secure manner.

It is highly unlikely that LDDSWQL will disclose personal information to overseas recipients. At the time of writing data is maintained within Australia and the company has no plans to change this practice in the foreseeable future.

Personal Information Access and Correction

Clients can access the personal information that LDDSWQL holds about them, and they can also ask for corrections to the personal information that is held about them. Clients are asked to contact the LDDSWQL Chief Executive Officer to action a request. If anyone is listed on one or more of the LDDSWQL media or network email lists he/she can opt out at any time by replying to the email and requesting that contact details be removed from the list.

Breaches of the Australian Privacy Principles

If an individual or organisation believes that there has been a breach of the Australian Privacy Principles then they should lodge a complaint in writing with the LDDSWQL Chief Executive Officer. Refer Client Complaints procedure.

PHN Funded Programs – ‘My Health Record System’

The ‘My Health Record System’ is reflected in the LDDSWQL Consent Form. Under the ‘My Health Record System’, clients:

- a. Have the ability to set a number of privacy controls on their digital health record;
- b. Can set a code that restricts access to providers for certain documents contained within their record, they can also set a different code that restricts access to providers to their entire record; and
- c. Can ask to remove or amend a clinical document, and if the medical practitioner agrees, LDDSWQL shall take steps to amend or remove the document as soon as possible.

POLICY REVIEW PROCESS:

Policy Review Frequency: 3 years

Process: The Chief Executive Officer will provide the Executive Management Team with a copy of the existing policy and advise that the policy is nearing expiry. The Chief Executive Officer will also list the policy for review in the next Executive Management Team and Strategic and Governance Committee Agendas so that all relevant personnel are aware of the review taking place. Following discussion at the Strategic and Governance Committee meeting the policy will be submitted to the next meeting of the LDDSWQL Board of Directors for review and approval.

AUTHORISATION:



29 August 2017

Chief Executive Officer

Date