

PRIVACY POLICY

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Last edited by	Cassandra Scholl	Approved by Board on	9 August 2018
Responsible person	Board	Scheduled review date	August 2021

POLICY

Queensland Alliance for Mental Health Ltd (QAMH) respects the privacy of all QAMH people including members, employees, volunteers, participants, donors, business partners and online users, and is committed to safeguarding the personal information that is provided to us.

Purpose

The purpose of this privacy policy is to:

- clearly communicate the personal information handling practices of QAMH;
- enhance the transparency of QAMH operations; and
- give individuals a better and more complete understanding of the sort of personal information that QAMH holds, and the way that QAMH handles that information.

Scope

This policy and procedure applies to all QAMH members, volunteers, employees, participants, donors, business partners and online users.

The *Privacy Act 1988* and this Privacy Policy do not apply to acts or practices which directly relate to employee records of QAMH’s current and former employees.

Definitions

Online users refer to anyone that accesses the QAMH website.

Personal information, as defined by the *Privacy Act 1988* (as amended from time to time) (Privacy Act), is information or an opinion about an identified individual, or an individual who is reasonably identifiable, whether true or not, and whether recorded in a material form or not.

Sensitive information, as defined by the Privacy Act, is information or opinion (that is also personal information) about an individual’s racial or ethnic origin, political opinions, membership of a political association, religious beliefs or affiliations, philosophical beliefs, membership of a professional or trade association, membership of a trade union, sexual preferences or practices or criminal record or health, genetic, biometric information or biometric templates, that is also personal information.

The **website** means the QAMH website at www.qldalliance.org.au.

Overview of QAMH Programs and Services

QAMH provides programs and support to organisations providing services to individuals living with mental illness, their families and carers, across different communities in Queensland. QAMH engages volunteers, employees and receives donations, funding and support from members of the community, corporations, groups and governments.

In addition to the services we provide from funds donated by the public, QAMH also holds contracts to deliver State and Commonwealth government programs. In providing such services, we comply with the relevant state and national privacy principles and any additional obligations under these contracts.

PRIVACY PROCEDURE

Procedure number	PRO3.1	Version	0.2
Last edited by	Cassandra Scholl	Approved by CEO on	9 August 2018
Responsible person	CEO	Scheduled review date	August 2021

PROCEDURES

Our Personal Information Handling Practices

1.1 Our obligations under the Privacy Act

This privacy policy sets out how we comply with our obligations under the Privacy Act. We are bound by the Australian Privacy Principles (APPs) in the Privacy Act which regulate how organisations may collect, use, disclose and store personal information, and how individuals may access and correct personal information held about them.

1.2 Collection of Personal and Sensitive Information

We will only collect personal and sensitive information by lawful and fair means. The nature and extent of personal and sensitive information collected by QAMH varies depending on each particular interaction with QAMH.

If you would like to access any QAMH services on an anonymous basis or using a pseudonym, please tell the Finance Manager. If this is possible and lawful, we will take all reasonable steps to comply with your request. However, we may not be able to provide the services in question if we are not provided with the personal information requested.

QAMH collects personal and sensitive information from members, volunteers, participants, students, donors, business partners and online users. Further information about the kind of information collected from each of these groups and the usage of such information is detailed below.

1.2.1 QAMH Members, Participants and Business Partners

Type of information collected:

- contact details (name, address, telephone numbers, email);
- membership type (e.g. individual or corporate membership);
- credit card details;
- expiration date of credit card;

How the information is collected:

- intake form;
- in person;
- telephone;
- via written correspondence.

Purpose for which QAMH uses the information:

- to provide QAMH support, training;
- to provide communication updates and ensure transparency;
- relating to donated funds, particularly Appeals for public donations, and QAMH operations;
- to process donations and provide accurate receipts;
- to facilitate ongoing fundraising and marketing activities;
- to provide information about QAMH;
- to receive invitations to upcoming events and activities;
- to recognise your support of QAMH.

1.2.3 QAMH Donors

Type of information collected:

- contact details (name, address, telephone numbers, email)
- personal details, including date of birth, gender and income
- areas of interest
- donation history
- credit card numbers or bank account details of all our donors
- expiration date of credit card

How the information is collected:

- communications, email, flyers, forms;
- online registration;
- telephone;
- in person.

Purpose for which QAMH uses the information:

- to provide QAMH support
- to process donations and provide accurate receipts;
- to facilitate on-going fundraising and marketing activities;
- to comply with legal obligations;
- to provide transparency relating to donated funds, particularly for Appeals for public donations.

1.2.4 QAMH Business Partners

Type of information collected:

- contact person's name, the name of the organisation that employs the person, telephone numbers, fax number, street and postal addresses, email address and position title;
- areas of interest by category and industry;
- bank details (if QAMH is to receive payment or make payment for services received);
- Australian Business Number (ABN);
- type of support (e.g. workplace giving, goods in kind, program support, volunteering).

How the information is collected:

- communications, email, flyers, forms;
- online registration;
- telephone;
- in person.

Purpose for which QAMH uses the information:

- to provide QAMH services;
- to process donations and provide accurate receipts;
- to pay for services;
- to establish and manage partnerships;
- to receive services from you or the organisation which employs you;
- to manage QAMH's relationship with the business partner;
- to provide information about QAMH's services;
- to update the company on QAMH appeals for public donations, programs and services.

1.2.5 QAMH People

(volunteers, employees, delegates) and candidates for volunteer work and prospective employees.

Type of information collected:

- contact details (name, address, telephone numbers, email);
- personal details, including personal details of emergency contact person(s);
- date of birth;
- country of birth, citizenship, residency and/or visa details;
- details of current/previous employment or volunteer involvement;
- skills and experience;
- languages spoken and written;
- qualifications;
- drivers' license details;
- information and opinions from referees for prospective employees and candidates for volunteer work;
- A Police Check may be required for some roles within QAMH. Individuals will be required to provide certain information for a Police Check. There are different arrangements for Police Checks in each state and territory of Australia. In some cases, the Police Check will be received directly by QAMH and then stored securely or destroyed;
- In some situations, it is necessary for QAMH to collect or receive information about an individual's health. In this circumstance, QAMH will advise why the information is being collected and whether and to whom it will be released.

How the information is collected:

- communications, email, flyers, forms;
- online registration;
- telephone;
- in person.

Purpose for which QAMH uses the information:

- to provide QAMH services;
- to process an application to become a member, volunteer or employee of our organization;
- to facilitate a placement in an appropriate service or position;
- to assist with services whilst an individual is employed or engaged as a volunteer with QAMH;
- to provide feedback on performance as a volunteer or employee;
- to meet legislative responsibilities to all volunteers and employees;
- to obtain feedback from individuals about their experiences;
- to assist QAMH to review and improve its programs and services;

- to keep individuals informed about QAMH developments and opportunities;
- to provide information about QAMH services;
- to facilitate further involvements with QAMH (e.g. appropriate supports, membership, donor).

1.2.6 Online Users

To the extent that this Privacy Policy applies to online privacy issues, it is to be read as forming part of the terms and conditions of use for the QAMH website.

Type of information collected:

- contact details (name, address, telephone numbers, email);
- credit card number;
- expiration date of credit card;
- non-personal information, e.g. visitor navigation and statistics;
- server address, browser type, date and time of visit;
- personal information.

Purpose for which QAMH uses the information:

- to process donations, purchase orders, online bookings and purchases/transactions;
- to analyse website usage and make improvements to the website;

Additional Information

The website may from time to time contain links to other websites. QAMH stresses that when an online user accesses a website that is not the QAMH website, it may have a different privacy policy. To verify how that website collects and uses information, the user should check that particular website's privacy policy.

1.3 How We Collect Information

Where possible, we collect your personal and sensitive information directly from you. We collect information through various means, including telephone and in-person interviews, appointments, forms and questionnaires. If you feel that the information that we are requesting either on our forms or in our discussions with you is not information that you wish to provide, please feel free to raise this with the Finance Manager.

In some situations, we may also obtain personal information about you from a third-party source. If we collect information about you in this way, we will take reasonable steps to contact you and ensure that you are aware of the purposes for which we are collecting your personal information and the organisations to which we may disclose your information, subject to any exceptions under the Privacy Act.

If we receive personal information about you that is not reasonably necessary for QAMH's business functions and activities, we will take steps to de-identify or destroy this unsolicited personal information as soon as practicable.

1.4 Use and disclosure of Personal Information

We only use personal information for the purposes for which it was given to us, or for purposes which are related to one of our functions or activities.

For the purposes referred to in this Privacy Policy (discussed above under '*Collection of Personal and Sensitive Information*'), we may disclose your personal information to other external organisations including:

- Government departments/agencies who provide funding for QAMH services;
- Contractors who manage some of the services we offer to you, that may send information to you on behalf of QAMH. Steps are taken to ensure they comply with the APPs when they handle personal information and are authorised only to use personal information in order to provide the services or to perform the functions required by QAMH;
- Other regulatory bodies, such as Worker Compensation;
- Referees and former employers of QAMH employees and volunteers, and candidates for QAMH employee and volunteer positions; and
- Our professional advisors, including our accountants, auditors and lawyers.

Except as set out above, QAMH will not disclose an individual's personal information to a third party unless one of the following applies:

- the individual has consented;
- the individual would reasonably expect us to use or give that information for another purpose related to the purpose for which it was collected (or in the case of sensitive information – directly related to the purpose for which it was collected);
- it is otherwise required or authorised by law;
- it will prevent or lessen a serious threat to somebody's life, health or safety or to public health or safety;
- it is reasonably necessary for us to take appropriate action in relation to suspected unlawful activity, or misconduct of a serious nature that relates to our functions or activities;
- it is reasonably necessary to assist in locating a missing person;
- it is reasonably necessary to establish, exercise or defend a claim at law;
- it is reasonably necessary for a confidential dispute resolution process;
- it is necessary to provide a health service;
- it is necessary for the management, funding or monitoring of a health service relevant to public health or public safety;
- it is necessary for research or the compilation or analysis of statistics relevant to public health or public safety; or
- it is reasonably necessary for the enforcement of a law conducted by an enforcement body.

We do not usually send personal information out of Australia. If we are otherwise required to send information overseas we will take measures to protect your personal information. We will protect your personal information either by ensuring that the country of destination has similar protections in relation to privacy or that we enter into contractual arrangements with the recipient of your personal information that safeguards your privacy.

1.5 Security of Personal and Sensitive Information

QAMH takes reasonable steps to protect the personal and sensitive information we hold against misuse, interference, loss, unauthorised access, modification and disclosure.

These steps include password protection for accessing our electronic IT system, securing paper files in locked cabinets and physical access restrictions. Only authorised personnel are permitted to access these details.

When the personal information is no longer required, it is destroyed in a secure manner, or deleted according to our Records Management Policy.

1.6 Access to and correction of personal information

If an individual requests access to the personal information we hold about them, or requests that we change that personal information, we will allow access or make the changes unless we consider that there is a sound reason under the Privacy Act or other relevant law to withhold the information, or not make the changes.

Requests for access and/or correction should be made to the Finance Manager (details of which are set out below). For security reasons, you will be required to put your request in writing and provide proof of your identity. This is necessary to ensure that personal information is provided only to the correct individuals and that the privacy of others is not undermined.

In the first instance, QAMH will generally provide a summary of the information held about the individual. It will be assumed (unless told otherwise) that the request relates to current records. These current records will include personal information which is included in QAMH databases and in paper files, and which may be used on a day to day basis.

We will provide access by allowing you to inspect, take notes or print outs of personal information that we hold about you. If personal information (for example, your name and address details) is duplicated across different databases, QAMH will generally provide one printout of this information, rather than multiple printouts.

We will take all reasonable steps to provide access or the information requested within fourteen (14) days of your request. In situations where the request is complicated or requires access to a large volume of information, we will take all reasonable steps to provide access to the information requested within thirty (30) days.

QAMH may charge you reasonable fees to reimburse us for the cost we incur relating to your request for access to information, including in relation to photocopying and delivery cost of information stored off site. For current fees, please contact the Finance Manager.

If an individual is able to establish that personal information QAMH holds about her/him is not accurate, complete or up to date, QAMH will take reasonable steps to correct our records.

Access will be denied if:

- the request does not relate to the personal information of the person making the request;
- providing access would pose a serious threat to the life, health or safety of a person or to public health or public safety;
- providing access would create an unreasonable impact on the privacy of others;
- the request is frivolous and vexatious;
- the request relates to existing or anticipated legal proceedings;
- providing access would prejudice negotiations with the individual making the request;
- access would be unlawful;
- denial of access is authorised or required by law;
- access would prejudice law enforcement activities;
- access would prejudice an action in relation to suspected unlawful activity or misconduct of a serious nature relating to the functions or activities of;
- access discloses a 'commercially sensitive' decision making process or information; or
- any other reason that is provided for in the APPs or in the Privacy Act.

If we deny access to information we will set out our reasons for denying access. Where there is a dispute about your right of access to information or forms of access, this will be dealt with in accordance with the complaints procedure set out below.

1.7 Complaints Procedure

If you have provided us with personal and sensitive information, or we have collected and hold your personal and sensitive information, you have a right to make a complaint and have it investigated and dealt with under this complaints procedure.

If you have a complaint about QAMH privacy practices or our handling of your personal and sensitive information please contact our Finance Manager.

All complaints will be logged on our database.

A privacy complaint relates to any concern that you may have regarding QAMH privacy practices or our handling of your personal and sensitive information. This could include matters such as how your information is collected or stored, how your information is used or disclosed or how access is provided to your personal and sensitive information.

The goal of this policy is to achieve an effective resolution of your complaint within a reasonable timeframe, usually thirty (30) days or as soon as practicable.

However, in some cases, particularly if the matter is complex, the resolution may take longer.

Once the complaint has been made, we will try to resolve the matter in a number of ways, such as:

- Request for further information: We may request further information from you. You should be prepared to provide us with as much information as possible, including details of any relevant dates and documentation. This will enable us to investigate the complaint and determine an appropriate solution. All details provided will be kept confidential;
- Discuss options: We will discuss options for resolution with you and if you have suggestions about how the matter might be resolved you should raise these with our Finance Manager;
- Investigation: Where necessary, the complaint will be investigated. We will try to do so within a reasonable time frame. It may be necessary to contact others in order to proceed with the investigation and progress the complaint;
- Conduct of our employees: If your complaint involves the conduct of our employees we will raise the matter with the employee concerned and seek their comment and input in the resolution of the complaint;
- The complaint is substantiated: If your complaint is found to be substantiated, you will be informed of this finding. We will then take appropriate agreed steps to resolve the complaint, address your concerns and prevent the problem from recurring;
- If the complaint is not substantiated, or cannot be resolved to your satisfaction, but this Privacy Policy has been followed, may decide to refer the issue to an appropriate intermediary. For example, this may mean an appropriately qualified lawyer or an agreed third party to act as a mediator;
- At the conclusion of the complaint, if you are still not satisfied with the outcome you are free to take your complaint to the Office of the Australian Information Commissioner at www.oaic.gov.au or by calling 1300 363 992.

We will keep a record of your complaint and the outcome.

We are unable to deal with anonymous complaints. This is because we are unable to investigate and follow-up such complaints. However, in the event that an anonymous complaint is received, we will note the issues raised and, where appropriate, try and investigate and resolve them appropriately.

CHANGES TO THIS PRIVACY POLICY

QAMH reserves the right to review, amend and/or update this policy from time to time.

We aim to comply with the APPs and other privacy requirements required to be observed under State or Commonwealth Government contracts.

If further privacy legislation and/or self-regulatory codes are introduced or our Privacy Policy is updated, we will summarise any substantial modifications or enhancements in this section of our Privacy Policy.

How to Contact Us

Individuals can obtain further information in relation to this privacy policy, or provide any comments by our Privacy Officer:

Privacy Officer: Julia Riordan (Company Secretary)

Telephone: (07) 3252 9411

Writing to: 433 Logan Road
Stones Corner QLD 4120

Email: admin@qldalliance.org.au

AUTHORISATION

Policy Authorisation

Signature of Company Secretary

Date of approval by the Board
Queensland Alliance for Mental Health Ltd

Procedure Authorisation

Signature of Chief Executive Officer (CEO)

Date of approval by the CEO
Queensland Alliance for Mental Health Ltd
