

Client Privacy Collection Statement Information Sheet



REMINDER:

Be sure to tell your support worker about any changes to your personal & health information.

Richmond Fellowship Queensland (RFQ) is committed to keeping your personal and health information private and secure at all times. We do this by:

- getting your consent first
- collecting and holding personal and health information which is only relevant to the service we provide you
- using your information to provide the best service we possibly can to fit your needs
- only disclosing the information when it helps us to help you
- ensuring you have access to your personal information at any time

If you have a question, concern or complaint, please talk to your support worker or program manager. Alternatively, you can write to RFQ's Chief Executive Officer.

OVERVIEW

RFQ values the privacy of your personal and health information and is committed to open and clear management of the information it obtains, holds and uses.

This commitment includes protecting the privacy of your personal information, in accordance with the Australian Privacy Principles (APPs) set out in the Privacy Act (1988) and in accordance with the Information Privacy Principles (IPPs) set out in the Information Privacy Act (2009).

The Privacy Act (1988) and the Information Privacy Act (2009) only apply to your personal information, this means information, or an opinion that is recorded in any form (whether true or not) about an individual whose identity is known, or can be easily known because of the information or opinion.

This document outlines for you how RFQ will manage your personal information.

WHAT PERSONAL INFORMATION DOES RFQ COLLECT AND HOLD?

Personal information may include your name, gender, date of birth, residency status, current and previous addresses, telephone/mobile phone number, e-mail address, bank account, occupation, Centrelink information, photographs, race or ethnicity etc. Health information may include:

- medical information
- personal details including admission and discharge dates and billing information
- information from another health service
- information about physical or biological samples and genetic information.

HOW DOES RFQ COLLECT MY PERSONAL INFORMATION?

- Directly from you, when you provide information verbally or in writing
- From third parties, such as medical practitioners, government agencies, your representatives and other health service providers
- From referrals
- From publicly available sources of information.

more overleaf →

RFQ will:

- obtain your consent to collect sensitive information unless an exemption applies, e.g. the collection is required by law, court/tribunal order, or is necessary to prevent or lessen a serious and imminent threat to life or health
- only collect sensitive information that relates to your support
- collect sensitive information directly from you if possible
- use fair and lawful ways to collect sensitive information
- give you an option of interacting anonymously, if lawful and practical to do so

Should RFQ obtain unsolicited personal information about you, RFQ may use or disclose this information to you, or other parties, to ensure the information is necessary for your support.

WHO COLLECTS MY PERSONAL INFORMATION?

Your personal and sensitive information (including health information) is collected by your support worker for RFQ's own use in providing services to you.

WHAT IS THE PURPOSE OF COLLECTING MY PERSONAL INFORMATION?

The purpose of collecting your personal information is to:

- assess and provide the services that you require
- manage the services you receive
- assess and improve the services that we offer to you
- contact family, carers or other third parties when required
- meet requirements under our contracts with Government funding bodies.

If RFQ is not able to obtain your personal information it may limit our ability to provide a quality service to you.

WHEN WOULD RFQ DISCLOSE MY PERSONAL INFORMATION?

We may disclose your personal information to organisations, or service providers outside RFQ for only the purposes stated above. This may include disclosure to:

- medical and health services who assist with the services we provide to you
- a 'person responsible' if you are unable to give, or communicate consent e.g. next of kin or guardian
- your authorised representative/s e.g. legal adviser
- our professional advisers, e.g. lawyers, accountants, auditors
- Government and regulatory authorities, e.g. Centrelink, Queensland Health, Disability Services Queensland and the Australian Taxation Office
- organisations undertaking research where information is relevant to public health or public safety
- when required or authorised by law

HOW DO I ACCESS MY PERSONAL INFORMATION?

You have a right to access your personal information, subject to exceptions allowed by law. This would normally be done by sighting your file in the company of staff.

If RFQ is unable to provide access to your personal information RFQ will provide a written notice with the reasons for the refusal and give you information on how to make a complaint.

IS MY PERSONAL INFORMATION SECURE & PRIVATE?

RFQ take all reasonable steps to protect your personal information from loss, interference, misuse, unauthorised access, modification, or disclosure. RFQ will destroy or permanently de-identify personal information that is no longer needed, is unsolicited and we could not have obtained this information directly, or is not required to be retained by, or under, an Australian law or a court/tribunal order.

All electronic RFQ data is backed up daily and our hosting services fully comply with all Australian laws and regulations with respect to security and privacy.

HOW DO I UPDATE MY PERSONAL INFORMATION?

We try to make sure that your personal information is accurate, complete, up-to-date and relevant. Please advise your support worker of any changes to your personal information. If RFQ is not able to correct your personal information you will be notified by writing and given the reasons. You will also be given details on how to make a complaint.

HOW DO I CONTACT RFQ?

Please write to the RFQ Chief Executive Officer if you:

- have any questions or concerns about RFQ's privacy practices
- wish to make a complaint about how your personal information is managed, or
- believe RFQ has breached any privacy principles

Address

Mr Kingsley Bedwell
Chief Executive Officer
Richmond Fellowship Queensland
PO Box 655
ANNERLEY QLD 4103

RFQ is committed to protecting the privacy of your personal information and will address any identified issues and advise by either return mail or in person the outcomes and actions arising from the investigation.