

FPQ Privacy Policy

Family Planning Queensland (FPQ) is compliant with all the requirements of the Privacy Act 1988 (Cth). FPQ will maintain appropriate privacy practices in accordance with the ten National Privacy Principles, as introduced in the Privacy amendment (Private sector) Act, 2000, and our position on each of the principles is outlined below.

1. Collection

FPQ will collect necessary information by lawful and fair means and directly from the client wherever possible. FPQ will take reasonable steps to inform the individual if information is collected from someone else. FPQ will only collect information about a person in the course of providing a service to that person that is relevant to its activities in clinical, education and training settings.

Personal health information

FPQ needs information about a client's past and current health to provide high quality care. This information is called "personal health information". This information is stored in an FPQ client record card. FPQ will take all reasonable steps to ensure that client medical records

- are accurate
- are up to date
- have enough information to allow all FPQ doctors and nurses to care for clients
- do not contain offensive or irrelevant comments about clients
- can be used to remind clients, with their permission, to return for follow ups, check ups and reviews.

FPQ will only collect information that is relevant to a client's care. Clients are encouraged to ask the doctor, nurse or educator if they are uncertain about why the information is being collected.

2. Use and disclosure

FPQ will use and disclose information only for its primary purpose of care or education unless the client has consented otherwise. FPQ will take all reasonable steps to maintain the privacy of all information except as is otherwise required by law. If the data is to be used for secondary or unrelated purposes such as data analysis or research, FPQ will obtain the informed consent of the client.

FPQ is required by its funding bodies to provide reports on services provided. FPQ may also be required to provide some information to medical practitioners' insurance companies for insurance purposes. No identifying information will be released with these reports.

FPQ will not disclose your personal health information to a third party unless:

- you have consented to the disclosure
- this disclosure is necessary because you are at risk of harm without treatment and you are unable to give consent
- we need to meet obligations of notification to our insurers or medical defence organisations

FPQ will not disclose any information about your visits to our clinics to partners, parents or

anyone else without your written consent.

3. Data quality

FPQ will take all reasonable steps to make sure that information we collect or disclose is accurate, complete and as up to date as possible.

4. Data security

FPQ will protect the personal information it holds from misuse, loss, unauthorised access, modification or disclosure. When information is no longer needed it will be destroyed. All personal information held by FPQ will be

- received and stored in a secure location
- accessible by staff on a need to know basis only
- protected from viewing by unauthorised persons
- not taken from FPQ premises unless authorised and for a specific purpose

5. Openness

FPQ, by way of this document, sets out its policy in respect of privacy. On request an individual will be advised what sort of personal information FPQ holds, for what purposes, and how we collect, hold and disclose the information. This information will be made available to anyone requesting it.

6. Access and correction

FPQ will generally grant access to, and correction of, individuals' information. Under normal circumstances, FPQ will provide a client with access to their personal information within 30 days of receiving a request in writing. Information will not be disclosed to a third party without the client's permission except where required by law.

If you believe that information held by FPQ is incorrect or inaccurate, we will take all reasonable steps to amend or correct the information. The accuracy of our records depends to a large extent on the information provided to FPQ, so it is important to keep FPQ updated with any changes to your personal information.

We may refuse access if we reasonably believe that

- a person's health, safety and wellbeing may be compromised by releasing the information
- providing access would be unlawful or would prejudice a legal investigation
- the request is frivolous and/or vexatious
- the information relates to an existing or anticipated legal claim between FPQ and the client, and the information would not be accessible through the legal discovery process.

To request access to or correction of your personal information held by FPQ, please contact the Chief Executive Officer of FPQ.

Contact details:

Chief Executive Officer

Family Planning Queensland

Postal address: PO Box 215, Fortitude Valley, Qld 4006

Street address: 100 Alfred Street, Fortitude Valley, Qld, 4006

Email: ceo@fpq.com.au

Tel: 07 3250 0240

7. Identifiers

FPQ will adopt its own identifier system in respect of individuals. FPQ will not use or disclose the identifier unless necessary for client care.

8. Anonymity

FPQ will, where lawful and practicable, give individuals the option of not identifying themselves when dealing with FPQ.

9. Transborder data flow

The Commonwealth Privacy Act limits the flow of information outside Australia. FPQ will not transfer personal information to another country unless the client consents to the transfer.

10. Sensitive information

Sensitive information may include health information about a person or information about a person's racial or ethnic origins and sexual orientation and practices. FPQ will only collect sensitive information that is required for the primary purpose of client care.

If sensitive information is required for secondary or unrelated purposes such as data analysis or research, FPQ will always obtain the informed consent of the client.

Enquiries or complaints regarding this policy or the handling of personal information should be directed to the CEO of FPQ.

Contact details:

Chief Executive Officer

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For information on the Privacy Act 1988 (Cth) and on the Office of the Australian Information Commissioner (OAIC), please go to <http://www.privacy.gov.au/aboutus>