

Palliative Care Queensland

Privacy Policy

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PURPOSE

Palliative Care Queensland (PCQ) is a registered charity, and as such, it engages in a number of activities, fundraising, marketing and member service delivery to Queenslanders who have an interest in palliative care.

At PCQ we believe that an individual's right to keep their personal information private is highly important. We respect the trust you place in us when providing us with your personal details. As such, we are committed to protecting and maintaining the privacy, accuracy and security of your personal and sensitive information.

POLICY

Our Privacy Policy has been developed in accordance with the Australian Privacy Principles and Privacy Amendment (Enhancing Privacy Protection) Act 2012.

This policy supports PCQ's need to collect information and the right of the individual to privacy. It ensures that PCQ can collect personal and sensitive information necessary for its services and functions, while recognising the right of individuals to have their information handled in ways that they would reasonably expect and in ways that protect the privacy of their personal, financial, and health information.

Definitions

Personal information means information we hold about you from which your identity is either apparent or can be reasonably determined.

Sensitive Information (i.e. health information) means a subset of information about you.

The kind of personal information we hold and collect

We collect information relevant and necessary to our relationship with you.

The information we collect may include your name, contact details, date of birth, financial information to allow us to process transactions, relevant health or medical information that is pertinent to the services we provide to you, other personal information from you to ascertain your suitability for our services and programs, and information about your use of our services.

Our Policy on management of member information

PCQ observes policies on the management of client information that meet the requirements of both Commonwealth and State Legislation, including Queensland Health and Disability Service Standards. PCQ diligently controls access to client records and ensure privacy, record integrity and security. We recognise and respect each Member's right to privacy, dignity and confidentiality in all aspects of his or her life.

How we collect and hold information

We will collect personal information from you by lawful and fair means. We may collect personal information from you when you:

- Complete a Form
- Speak with us over the telephone
- Email us
- Ask us to contact you after visiting our website or other online platforms such as Facebook; or
- Have contact with us in person

You may also be able to interact with us anonymously where this is lawful and practicable.

We employ a number of technical, administrative and physical procedures to protect your information from unauthorised access, disclosure, loss, misuse or alteration.

PCQ has procedures in place to limit access to your personal information to only those employees with a business reason for knowing such information. Examples of these security procedures include the use of computer passwords; firewalls; secure payment gateways, network security; locked filing cabinets; restricted access to electronic and hard copy records; shredding and secure document destruction. All PCQ staff members are obliged to respect the confidentiality of any personal or sensitive information held by the organisation and we keep personal information only for as long as it is required for business purposes or as required by the law.

When we no longer need your personal information and are not required to keep it, we will take reasonable steps to de-identify and destroy it.

Our purpose for collecting/holding/using/disclosing your personal information

We will only use or disclose your personal information for the primary purposes for which it was collected or as consented to and/or as set out below.

Personal Information provided to PCQ will be used for the following primary purposes:

- To verify your identity where required;
- To provide customer service functions, including handling enquiries and complaints;
- To fulfil obligations under any sale and purchase contract/arrangement and/or any other contract between the individual and PCQ;
- To engage with you/or provide any of our goods or services to you (as applicable), including but not limited to palliative care education, support services, volunteering and fundraising;
- To provide information to you about programs, products, services and/or special offers;
- To obtain your opinions or comments about any program, products and/or services; which allows us to improve, develop and maintain services, products, programs, business systems and infrastructure;
- For marketing, events, and promotional activities by PCQ (including contact by direct mail, telemarketing, email, SMS and MMS messages);
- Fundraising, including the processing of donations and grants;
- Your employment (or potential employment) with us; and
- Our compliance with applicable laws.

We treat personal information which we collect from individuals in the same way we treat our other confidential information. We will not sell the information we collect to any other party.

Donor/Customer/Member information will not be released to any other organisation, person or body without the consent of the individual.

If we collect sensitive information (as defined under legislation) we will treat it with the utmost security and confidentiality.

We do not collect any private or sensitive information (such as racial or ethnic origin, health, political opinions or membership, religious or philosophical beliefs, trade association or union membership, sexual preferences or criminal record), unless: the individual has consented, or the collection is required by law, or the collection is necessary to prevent a serious and imminent threat to the health and safety of a person, or the collection is necessary for the establishment, exercise or defence of a legal claim.

Mandatory information

Depending upon the reason for requiring the information, some of the information we ask you to provide may be identified as mandatory or voluntary. If you do not provide the mandatory data or any other information we require in order for us to provide our products/programs/services to you, we may be unable to effectively provide them to you.

Optional activities

When you engage in certain activities, such as purchasing a product, entering a contest or promotion, filling out a survey or sending us feedback, we may ask you to provide certain information. It is completely optional for you to engage in these activities.

Events

All events PCQ hosts comply with these legislations and are committed to protect the right of the individual to privacy of their information.

We will not sell your personal information to third parties. If you believe that any information we are holding on you is incorrect or incomplete, please email us and we will promptly correct the information. You may also withdraw your consent for use of your information by advice to us in writing.

Why do we wish you to provide your information?

We require your information to facilitate provision of information to you regarding the event and to facilitate your participation in the event. Information collected in respect of your proposed participation in any aspect of the event will be used for the purposes listed below. You can give or withhold your consent for each or all of these uses. Please indicate your preferences when completing your registration form but please note that we will be unable to forward any information relating to the event or to communicate with you regarding your registration if you select 'no' to point 1.

What we will do with your information?

We will use information collected at events for the following purposes:

- Planning and conduct of the event including arrangements for your participation (e.g. any travel or accommodation booking)
- In the Delegate List published for the event
- May also be provided to organisers of future occurrences of this event
- May be used to provide you with information of other relevant events in your area of interest.

Important Notes

- The parties who will have access to your information (subject to your preference selections on above points) are the event Managers, the event host organisation (points 1 and point 4), delegates, sponsors and exhibitors of the event (point 2) and any future organisers of the event (point 3).

The parties mentioned above will rely on your above consent indications for the purposes of compliance.

- You may withdraw your granular consent at any time by notice in writing to the event Managers.
- You are entitled to access the information held by written application to the event Managers.

We follow the process of Palliative Care Australia for our Privacy code. For more information please view our privacy code <https://palliativecare.org.au/palliative-care-australia-privacy-policy>

Direct Marketing Communication

As PCQ receives minimal government funding, we depend on financial support from the community to continue providing our services to Queenslanders with an interest or involvement in palliative care. This means it is necessary for the Organisation to undertake a range of fundraising and marketing activities.

Where we use your personal information to send you marketing information by post, e-mail, SMS, or other electronic means we may do so with your express or implied consent. You may give us your express consent by, for example, ticking a box on an electronic or paper form where we seek your permission to send you information from PCQ. Consent may be implied from our existing business relationship we have with you.

When you receive such communications from us, at all times we will ensure that you are provided with an opportunity to reply to/or tick an "opt out" box to ensure you do not receive such communications in the future. By not choosing a clearly displayed "opt out" option, we will assume we have your implied consent to receive similar marketing communications in the future. We will always ensure that our "opt out" notices are clear, conspicuous and easy to take up and you may change your preferences for receiving our information at any time.

Use of third-party service providers

Should we ever provide personal information to companies who perform business services for us, such as specialist information technology companies, mail houses, debt collection companies; we require those companies to protect your personal information as diligently as we do. Stringent contractual and other quality assurance measures are used to ensure your personal information is protected.

Access to personal information

You have a right to access your personal information, subject to certain exceptions provided for by law.

For security reasons, you will be required to put your request in writing and provide proof of your identity before accessing your personal information. We also ask that you identify, as clearly as possible, the type/s of information requested.

PCQ will deal with your request to provide access to your personal information in a reasonable time - usually within 30 days of receipt of your request.

If we are unable to provide you with access to your personal information for any reason, we will write to you to confirm such reasons for this decision and provide you with alternate options regarding our complaints handling process.

Updating your Information

It is inevitable that some personal information which we hold will become out of date. We will take reasonable steps to ensure that the personal information which we hold remains accurate and, if you advise us of a change of details, we will amend our records accordingly.

You can correct your information, for example when you change your address etc, through a number of methods such as contacting PCQ via email, web contact, in writing, completion of forms or by telephone request.

PCQ will never charge you a fee to update your information.

Dealing with unsolicited information

As much as possible, we will collect your information directly from you. If we collect details about you from someone else, we will, whenever reasonably possible, make you aware that we have done this and why.

Should we ever receive unsolicited personal information about you which we did not ask you for, we will assess it in the following manner:

- 1) If we could not have collected the information from you by reasonable means; and
- 2) The information does not form part of Commonwealth record, then

We will de-identify or destroy the information accordingly.

Complaints

Should you have a complaint about the way your personal information is collected, used, disclosed, stored or administered by PCQ, you may lodge a complaint to:

The Privacy Officer at Palliative Care Queensland
PO Box 418, THE GAP, Queensland, 4061.

OR email: hello@palliativecareqld.org.au

All complaints will be treated seriously and dealt with promptly.

Do we send information overseas?

We do not send personal information out of Australia. If you need us to send information to another country, we will do so with your consent and we will do so in compliance with Australian data protection and privacy laws.

Use of our website

We may collect non-personal information from you such as browser type, operating system, and web pages visited to help us manage our web site.

We use cookies and other internet technologies to manage our website and certain online products and services. We do not use these technologies to collect or store personal information unless you have opted in to such a feature.

Our internet server logs the following information which is provided by your browser for statistical purposes only:

- The type of browser and operating system you are using
- The address of any referring web site (for example the previous website you visited)
- Your computer's IP (internet Protocol) address (a number which is unique to the machine through which you are connected to the internet)

All of this information is used by PCQ for analyses or systems administration purposes only. No attempt will be made to identify users or their browsing activities, except if required by law.

What is a Cookie/Use of Cookies?

A "cookie" is a packet of information that allows PCQ's computer server (the computer that houses our web site) to identify and interact more effectively with your computer.

When you access our web site, we send you a temporary "session cookie" that gives you a unique identification number. A different identification number is sent each time you use our website.

Cookies do not identify individual users, although they do identify a user's internet browser type and your Internet Service Provider. Shortly after you end your interaction with our web site, the cookie expires or "crumbles". This means it no longer exists on your computer and therefore cannot be used for further identification or access to your computer.

Without cookies certain services cannot be provided to users of our website, and accordingly you may not be able to take full advantage of all of PCQ's website features if cookies have been disabled.

How to contact us:

You can access a copy of our privacy policy on our website at www.palliativecareqld.org.au

If you require a copy of the policy in a different format, please make a request to:

The Privacy Officer at Palliative Care Queensland
PO Box 418, THE GAP, Queensland, 4061.

OR email: hello@palliativecareqld.org.au

INFORMATION, ASSISTANCE AND ADVICE

For further information or advice, please contact the PCQ team on 07 3842 3242