

Family Planning Queensland Privacy Policy

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FPQ will maintain appropriate privacy practices in accordance with the ten National Privacy Principles; our position on each of the principles is outlined below.

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 that is relevant to its activities (clinical, education and training).

Personal Health Information

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

- are accurate, comprehensive, well organised and legible
- are up-to-date
- have enough information to allow all FPQ doctors or 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 up, check ups and reviews

FPQ staff members will only collect information that is relevant to the client's care. Clients are

encouraged to ask the doctor, nurse or educator if they are uncertain about why the information is being collected.

Use & 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 informed consent of the client.

FPQ is required by its funding bodies to provide reports on services provided. No identifying information is released.

FPQ may be required to provide some information to the organisation and medical practitioners' insurance companies for insurance purposes.

Data Quality

FPQ will take all reasonable steps to make sure that information collected or disclosed is accurate, complete and as up-to-date as possible.

Data Security

FPQ will protect the personal information it holds from misuse, loss, unauthorised access modification or disclosure. 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

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authorised and for a specific purpose

Information will be retained according to organisational and legal requirements.

Openness

FPQ by way of this document sets out its policy in respect of privacy. On request an individual will be advised of the sort of personal information FPQ holds, for what purposes it is held, and how it is collected, held and disclosed.

This policy will be made available to any person requesting it.

Access & 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 (all requests are asked to be in writing and identification will be required). Information will not be disclosed to a third party without the client's permission except where required by law.

If you believe the information held by FPQ is incorrect or inaccurate, we will take reasonable steps to amend or correct the information. The accuracy of our records depends to a large extent on the information you provide so please keep us up-to-date with any changes to your personal information.

We may refuse access if we reasonably believe that:

- a person's health, safety and well-being 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

Identifiers

FPQ will assign an identification number to your records to assist in the protection of your privacy.

FPQ will not use or disclose the identifier unless necessary for client care.

Anonymity

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

Transborder Data Flow

FPQ will not transfer personal information to foreign countries unless the client consents to the transfer.

Sensitive Information

Sensitive information may include health information about a person or information about a person's racial and ethnic origins and sexual preference or practices.

FPQ will only collect sensitive information that is required for the primary purpose of client care and data analysis.

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

Enquiries or complaints regarding this Policy or the handling of personal information should be directed to the Chief Executive Officer of FPQ.

Contact Details

Chief Executive Officer
100 Alfred Street
FORTITUDE VALLEY QLD 4006
Phone 07 3250 0240

Family Planning Queensland

For an FPQ office nearest you call FPQ Brisbane
Ph: 07 3250 0240
or visit us on the Internet at www.fpq.com.au

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