

## MGT.9 – Privacy and Consent Policy

### 1. Purpose

Carers Queensland recognises the importance of privacy, security and confidentiality of information held about its clients, staff, volunteers, business partners and other individuals.

This policy outlines a framework for Carers Queensland to manage the information provided to Carers Queensland by individuals in accordance with the 13 Australian Privacy Principles from Schedule 1 of the Privacy Amendment (Enhancing Privacy Protection) Act 2012, which amends the Privacy Act 1988

This policy applies to all records, hard and electronic copies, which contain personal, sensitive or health information about individuals, and to interviews or discussions of a sensitive and personal nature.

### 2. Policy Statement

Carers Queensland is committed to managing personal information in an open and transparent way, protecting individuals' rights to privacy. Personal information about clients, former clients, care recipients, staff and volunteers is considered confidential and subject to privacy restrictions under current federal and state legislation.

Carers Queensland will ensure that:

- a. it meets its legal and ethical obligations as an employer and service provider in relation to protecting the privacy of individuals through its systems, practices and procedures.
- b. individuals are provided with information about their rights regarding privacy, including their right to access and correct their information, lodge a privacy complaint and have that complaint dealt with fairly and promptly.
- c. individuals are provided with privacy when they are being interviewed or discussing matters of a personal or sensitive nature.
- d. all staff, board members, consultants, contractors, students and volunteers understand what is required in meeting privacy obligations.

### 3. Australian Privacy Principles

All Carers Queensland Board Directors, staff, volunteers and contractors are responsible for observing privacy and confidentiality requirements in accordance with the Australian Privacy Principles (APP). The table below specifies the type of information we must provide to you.

## Australian Privacy Principles

<p>The kinds of personal information we collect and hold;</p>	<p>Your personal information is only collected if you give us consent to do so. Consent can be either in writing via the privacy consent form or verbally. If consent is given verbally, a note will be made on your file that you have given verbal consent.</p> <p>Carers Queensland will only collect information that is necessary to provide services to you. This information may include the following:</p> <ul style="list-style-type: none"> <li>your name, address, contact details, health information, gender, cultural identity, health status, special care needs, Aboriginal or Torres Strait Islander status, communication needs (e.g. interpreter or translator), Centrelink number, bank details (for loan applications), criminal history, superannuation and tax file numbers (for staff), emergency contact information, drivers licence or other forms of identification or other information deemed necessary to provide you with the service you are seeking.</li> </ul>
<p>How we collect and hold your personal information;</p>	<p>How your personal information is collected depends on how you make contact with us. For example, some information is collected via the Carers Queensland intake form that you will be encouraged to fill out when you apply for a program. Some information may be collected over the phone, such as when a client calls our Carer Advisory Services phone line. In many instances, information is collected in person at one of our local offices. Your personal information is stored in our secure database or in hard copy client/staff files in a secure location.</p>
<p>The purposes for which we collect, hold, use and disclose personal information;</p>	<p>Your personal information is collected for the purposes of providing services to you.</p> <p>Your information will not be disclosed to third parties unless you or your legal representative gives consent. Written consent must specify the information to be released and to whom.</p> <p>This policy excludes the collection and transmission of non-identifying statistical data to the funding agency or for purposes of research.</p> <p>Carers Queensland is obliged to disclose information about an individual, with or without the consent of the client and/or their responsible person/legal guardian, where directed or prescribed as a legal requirement.</p>

<p>How you may access personal information about yourself that is held and seek the correction of such information;</p>	<p>If you would like access to your personal information for any reason, you can contact the Privacy Officer in writing by email or mail.</p> <p>Privacy Officer 15 Abbott Street Camp Hill QLD QLD 4152 Email: <a href="mailto:mehmann@carersqld.asn.au">mehmann@carersqld.asn.au</a></p> <p>Individuals may have supervised access to their own records following a written request to the Privacy Officer. Access may include viewing the information, receiving a summary of information held, or having information explained. Access to some records may be limited if providing access potentially breaches another individual's privacy.</p> <p>The Privacy Officer will collate all electronic and paper files held on the individual making the request, review and make a recommendation for access to the Chief Executive Officer. Upon approval, the Privacy Officer will liaise with the individual and the relevant Manager to arrange supervised access at a time and location suitable to both parties.</p> <p>Staff will obtain photographic proof of identity, including proof of current residential address prior to providing access to files. A copy of the documents sighted is forwarded to the Privacy Officer.</p>
<p>How you may complain about a breach of the Australian Privacy Principles;</p>	<p>You can make a complaint anytime if you believe Carers Queensland has breached the Australian Privacy Principles. You can make a complaint to us:</p> <ul style="list-style-type: none"> <li>• by phone: 1800 242 636</li> <li>• by completing a complaint form on the Carers Queensland's website</li> <li>• by post to: The Chief Executive Officer, P.O. Box 179 Holland Park, QLD 4121</li> </ul>
<p>How we will deal with such a complaint;</p>	<p>The Feedback and Complaints policy and form outlines how we will respond to your complaint and the timelines within which we will provide a response.</p>
<p>Whether we are likely to disclose personal information to overseas residents;</p>	<p>,Carers Queensland does not disclose personal information to overseas residents.</p>

## 4. Anonymity and Pseudonymity

You have the option of dealing with us anonymously; however this only applies where it is practicable for us to deal with you acting anonymously or under a pseudonym. Examples of when you may prefer to remain anonymous or use a pseudonym could include your preference to not be identified; to keep your whereabouts secret for safety purposes; to access services (such as some of our Carer Support Services) without being identified; and/or to express your views without being personally identified.

In some instances it may be impractical for us to provide assistance if you are anonymous or utilising a pseudonym. For example, if you make a complaint under a pseudonym we may be unable to investigate your complaint.

## 5. Passive Information Collection

As you navigate through our website, certain information can be passively collected (that is, gathered without you actively providing the information) using various technologies, such as cookies, Internet tags or web beacons, and navigational data collection (log files, server logs, and clickstream data). For example, we may collect information about matters including but not limited to the date, time and duration of visits and which pages of a website are most commonly accessed. This information is generally not linked to your identity, except where our website is accessed via links in your email.

## 6. Minors

Personal information will not be collected by any person who is known to be under the age of eighteen (18) without the consent of a parent or legal guardian. Persons under age of 18 may only provide personal information with the involvement and consent of a parent or legal guardian.

## Appendix 1 - Privacy consent form

### Consent to disclose / share information with another entity

To ensure the client is able to make an informed decision about consenting to the collection of their information, the staff member should (✓) tick when completed.		
I have discussed with the client the proposed referral to other services/agencies.		<input type="checkbox"/>
I have explained to the client that their information will only be released to these services if they agree.		<input type="checkbox"/>
I have told the client that the Privacy Policy and Complaints and Feedback Policy can be found on our website at <a href="http://www.carersqld.asn.au">www.carersqld.asn.au</a> ?		<input type="checkbox"/>
Other Services or Agencies that we recommend for you and to whom we will disclose your information if you agree.		
Type of service being recommended	Name of agency client is being referred to	Type of client information given to agency
Consent is required either in writing by the client or obtained verbally and signed by the staff member.		
<b>WRITTEN CLIENT CONSENT</b>	<b>OR</b>	<b>VERBAL CONSENT</b> <b>Staff Use Only</b>
Carers Queensland Inc. has discussed with me how, when and why certain information about me may need to be provided to other agencies. I understand the recommendations and I give my permission for the information to be shared as detailed above.		Verbal consent should only be used where it is not practicable to obtain written consent. I have discussed the proposed referrals with the individual concerned. I am satisfied that the person understands the proposed uses and disclosures, and has provided their informed consent to these.
Name:		Staff Name:
Signed:		Position:
Date:		Signed:
Staff Name:		Date:
Position:		

## Appendix 2 – Request to Access and/or Amend Information

You have the right to correct any information in your record that you believe is incorrect, incomplete, out of date or misleading. Carers Queensland will require photographic proof of your identity, along with proof of your current address before making amendments to your records. The Privacy Officer will discuss this with you.

Name			
Address		Postcode	
Phone			
Which would you like to do?	Access Information about myself <input type="checkbox"/>	Amend Information about myself <input type="checkbox"/>	
Please describe what you would like to access or amend?			
Signature		Date	
Please mail the completed form along with a certified copy of photo identification to the address below. Alternatively, you bring photo ID in person to one of our offices			
<ul style="list-style-type: none"> <li>• By post: C/O Privacy Officer, Carers Queensland, 15 Abbott Street Camp Hill QLD, QLD 4152</li> <li>• Via email: <a href="mailto:mehmann@carersqld.asn.au">mehmann@carersqld.asn.au</a></li> </ul>			
Office Use Only - You must retain copies of photo identification collected for the purposes of this form.			
Type of photo identification given: Click or tap here to enter text.			
Name of Carers Queensland Staff Member noting identification Click or tap here to enter text.			