

# QuiHN Privacy Policy Extract



## 1. Introduction

This Privacy Policy describes how QuiHN (including the Better Access Medical Clinic) ensures compliance with our privacy obligations under the *Privacy Act 1988* (Cth) (Privacy Act) and the Australian Privacy Principles (APPs).

QuiHN is committed to protecting and upholding the rights of individuals to privacy, particularly in the way our staff collect, store and use information about people, their needs and the services provided to them. QuiHN wants our clients and stakeholders to have confidence that these responsibilities are taken seriously.

QuiHN and its staff will make sure no personal information is shared with any person or service, whether deliberately or by omission, unless informed consent has been given or in special circumstances where the law allows or demands an exception.

## 2. Personal information collected by QuiHN

QuiHN operates a few business units, including its medical centre (Better Access Medical Clinic), therapeutic services (including counselling) and harm reduction services. In the event you access more than one of the services provided by QuiHN, QuiHN will share personal information between any of QuiHN's business units to ensure QuiHN adequately assesses your health.

QuiHN may collect personal information from clients/patients for the purposes of providing services that are designed to assist in the provision of safe and quality health care. QuiHN may collect, personal information such as, but not limited to:

- **Contact details**, such as name including preferred name and pronouns, address, phone numbers and email address.
- **Personal details**, such as date of birth; gender at birth and current gender identity, partnership/marital status, the languages spoken; racial/ethnic origin; any disabilities, illnesses or injuries and advocate information.
- **Health information**, such as family history, health information previous/current medical history, including, where clinically relevant, a family medical history, the name of any other treating health service provider or medical specialist, current drugs or treatments used, Medicare, healthcare card and concession card details.
- **Complaint information**, enquiry or complaint details.

Other more sensitive information may be requested depending on the circumstances and services accessed. Such as, criminal record or sexual preferences or practices.

QuiHN will only collect sensitive information with your consent. Where you provide us with sensitive information (such as information about your health) via any means, we will only use this information to serve your needs.

Please note our Needle and Syringe Program remains an anonymous service.

## QuiHN Privacy Policy Extract



### 3. How personal information is collected and held

QuiHN will only collect personal information necessary for, or directly related to, its activities and functions and only by fair means. We collect information to assist in providing appropriate services to our clients/patients and to discharge our duty of care and other legal responsibilities.

QuiHN collects personal information of an individual directly from an individual by way of:

- Intake and assessment forms, new patient forms, completed website enquiries.
- Meetings, interviews or telephone calls with an individual.
- Surveys and feedback forms and questionnaires.
- Publicly available records.

Personal information collected by QuiHN is held electronically on the information technology systems of QuiHN and may only be accessed by its authorised employees who require access in connection with the purposes described in Policy.

Some personal information is held in hard copy. This information is accessed by authorised employees who require access in connection with the purposes described in this Policy.

QuiHN takes all reasonable steps to protect the personal information that it holds from interference, misuse and loss, unauthorised access, modification and disclosure.

### 4. Purposes of which personal information is collected, held and used.

QuiHN will only collect personal information necessary for, or directly related to, its activities and functions and only by fair means.

We collect information to assist in providing appropriate services and a high level of health care to our clients/patients and discharge our duty of care and other legal responsibilities. These responsibilities include our client/patient medical recalls, ensuring that timely contact can be made to our clients/patients regarding tests, results and reviews.

We also collect information for the normal running of a business, for example, billing purposes.

### 5. Anonymity and pseudonymity

Where it is lawful and practicable to do so, individuals dealing with QuiHN are not expected to identify themselves. However, there may be restrictions on our ability to provide some services if you wish to remain anonymous.

The Needle and Syringe Program remains an anonymous service.

### 6. Disclosure of personal information

QuiHN has possession of personal information and will ensure that there are reasonable safeguards against unauthorised access, use, modification or disclosure of the information.

# QuiHN Privacy Policy Extract



Health providers involved in your treatment and care may receive selected information from your personal health record. These include pathology, hospital, radiology, medical defence organisations, insurers and specialist services.

In some circumstances QuiHN (including staff in the Better Access Medical Clinic) are legally obliged to disclose information about you in the following circumstances:

- where the Police/Court orders to make records or information available (e.g., subpoenas and search warrants).
- where you pose a danger to yourself or others; and/or
- where a child or young person is suspected of being harmed or is at risk of harm as defined by the Child Protection Act.

QuiHN will conform to the State and Commonwealth legal reporting requirements which may include the provision of de-identified data for reporting and statistical purposes.

## 7. Access to personal information

Clients/patients have the right to request access to their information held by QuiHN and that their file and any file notes, terminology etc be explained to them.

All requests for access to information are to be made in writing to the Senior Management Team.

Requests for personal information can only be made by the individual concerned, or by another person who is authorised to make a request on their behalf, for example, as a legal guardian or authorised agent. An identity verification check will be required to ensure correct patient matching.

QuiHN may decline access where a valid reason is present, examples of a valid reason are, that:

- we believe that giving you access may endanger the life, health or safety of any individual, or endanger public health or safety
- giving you access would have an unreasonable impact on the privacy of other individuals
- your request is frivolous or vexatious
- your personal information is part of existing or anticipated legal proceedings between you and the organisation.

## 8. Correction of personal information held by QuiHN

If an individual states or can establish that the information held on their QuiHN file is not accurate, complete or up to date, QuiHN will take reasonable steps to correct the information.

## 9. Complaints

An individual may make a complaint in writing about how their personal information has been handled by QuiHN. If an individual is concerned that QuiHN has breached their privacy, they should provide a written complaint to the Privacy Officer at the address below:

## QuiHN Privacy Policy Extract



Privacy Officer @ QuiHN

[privacy@quihn.org](mailto:privacy@quihn.org)

PO Box 2470, Fortitude Valley BC, QLD, Australia 4006

Phone: [07 3620 8111](tel:0736208111) or [1800 172 076](tel:1800172076) (free call)

QuiHN will respond to a written complaint within 30 days of receipt. If the complaint remains unresolved, then an individual has the option of notifying the Office of the Australian Information Commissioner (OAIC). OAIC's contact details can be found at [www.oaic.gov.au](http://www.oaic.gov.au).

### **10. Changes to our privacy policy**

QuiHN reserves the right to change its Privacy Policy and this extract at any time, and it may notify you about changes to this Privacy Policy by posting an updated version on our website/s. If you would like a copy of QuiHN's full Privacy Policy, please send an email to [quihn@quihn.org](mailto:quihn@quihn.org)