

**POL-PRIV-001v2**

## Privacy Policy

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### Purpose

This Privacy Policy sets out how SCHN handles the collection, usage, storage and disclosure of personal information in line with Australian Privacy Act 1988, its privacy principle and other relevant legislation

### Scope

The Privacy Officer is responsible for the implementation of this policy with oversight from the Data Governance Group.

This Policy applies to All Sunshine Coast Health Network Ltd employees and contractors as well as Sunshine Coast Health Network Ltd commissioned service providers

### Context

This policy has been updated to align with APP primary health insight governance requirements.

### Definitions

'Personal information'- Personal information can be almost any information that is associated with an identifiable living individual. It can be in any format. For the purpose of Sunshine Coast Health Network (SCHN) triage and care coordination services this can include demographic and health information like name, date of birth, address, gender identity, health behaviours, medical diagnosis, medications and other health information required to provide triage, care coordination or treatment services.

'Privacy law'- refers to legislation that applies to the collection and use of personal information. SCHN is required to comply with the Privacy Act 1988 and is bound by the Australian Privacy Principles ('APPs') set out in that Act.

'Identifier' - is a number, letter or symbol, or a combination thereof, that is used to identify or verify the identity of the individual but does not include the individual's name. SCHN uses identifiers in all circumstances where possible, the only exception is triaging and coordinating care. All communication using client names is encrypted. SCHN uses the principle of least permission, very limited personnel will access identified information.

'De-identified' - information is de-identified if the information is no longer about an identifiable individual or an individual who is reasonably identifiable". De-identified information is no longer considered personal information under the Privacy Act 1988 and can be shared.

'Commissioned services' - these are services contracted by Sunshine Coast Health Network Ltd see <https://www.ourphn.org.au/commissioning/> for further information on our commissioning framework.

### Policy Statement: Our commitment

Sunshine Coast Health Network Ltd is committed to ensuring that SCHN clients and employees personal and health information is handled in accordance with Australian privacy laws.

This policy is guided by the Australian Privacy Principles

APP 1 Open and transparent management of personal information

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- APP 2 Anonymity and pseudonymity
- APP 3 Collection of solicited personal information
- APP 4 Dealing with unsolicited personal information
- APP 5 Notification of the collection of personal information
- APP 6 Use or disclosure of personal information
- APP 7 Direct marketing
- APP 8 Cross-border disclosure of personal information
- APP 9 Adoption, use or disclosure of government related identifiers
- APP 10 Quality of personal information
- APP 11 Security of personal information
- APP 12 Access to personal information
- APP 13 Correction of personal information

## Objectives

To comply with legislative requirements and outline the collection and handling of personal information for Sunshine Coast Health Network Ltd employees, contractors and commissioned service providers.

## Overview

Sunshine Coast Health Network Ltd is committed to ensuring that SCHN clients and employees personal and health information is handled in accordance with Australian privacy laws.

SCHN employees, contractors and commissioned services are bound by the legal requirements of the Australian Privacy Principles from the Privacy Act 1988.

As custodians of client and employee data SCHN ensures that the personal information collected is protected. SCHN, contractors and commissioned services collect only essential information required for the performance of its services. In case of direct health service delivery for example triage and care coordination, SCHN, contractors and commissioned services are required to collect identified personal, sensitive, and clinical information to perform these services. Should a client or employee choose not to provide personal information requested, SCHN, contractors or commissioned service providers may not be able to accurately provide the services required.

Beyond direct health service delivery, de-identified information will assist SCHN with various activities including targeted service commissioning as well as health service planning and policy development to help improve local health systems.

## Collection of client and employee personal and health data

SCHN limits the collection of personal information where possible. SCHN collects the minimum information required to provide triage and care coordination services and de identify information where

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possible to perform provider performance monitoring, funder reporting and population health planning. SCHN collects, holds, and uses personal data about an individual only as permitted or required by applicable laws.

### What personal information does SCHN collect?

The information SCHN collects depends on the relationship with the individual, the nature of the function it needs to perform and the services it needs to commission.

Individual	Type	Information collected
Stepped Care intake and triage Clients	Identified	Including but not limited to: Name, date of birth, address, contact details, next of kin details, carer's details, and referrer details, reason for referral, medical history, diagnosis, medications, and consent.
Clients of other commissioned services	De identified	Including but not limited to: Identifier, year of birth, reason for referral, diagnosis, medications, and consent.
Service providers	Identified	Including but not limited to: Names, addresses, phone numbers and other contact details, information about professional qualifications affiliations, certifications and work status, information about the services offered or provided and provider numbers.
Clinical Council and other advisory stakeholders	Identified	Including but not limited to: Names, addresses, phone numbers and other contact details, bank details where payment for services apply.
Website users	De Identified	SCHN does not use IP trackers or have any log in requirements to access our website. SCHN does not collect cookies but do have links to third party websites that do collect cookies.
Stakeholders using our Engage online platform	Identified	May include but not limited to: Name, gender, IP address, submissions to the site for example: opinions, voting results (unless anonymous), chat logs etc.
Stakeholders using our Qualtrics survey platform	Use case dependent	Depending on the use case identified information may include but not limited to: Name, gender, IP address, submissions to the site for example: opinions, voting results (unless anonymous), chat logs etc.
Prospective SCHN employees	Identified	Including but not limited to: Names, addresses, phone numbers and other contact details, and information about work history and performance, qualifications, services offered or provided and other relevant details.

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SCHN employees	Identified	Including but not limited to: Names, addresses, phone numbers and other contact details, and information about work history and performance, qualifications, TFN and bank details for tax and payroll purposes, emergency contacts.
SCHN Contractors	Identified	Including but not limited to: Names, addresses, phone numbers and other contact details, and bank details for tax and payroll purposes.
Prospective Providers using our application process	Identified	Including but not limited to: Names, addresses, phone numbers and other contact details, information about professional qualifications, information about the services offered or provided and provider numbers.

### Security of information collected

SCHN, contractors and commissioned services takes all legally required data protection measures in accordance with SCHN Data Management and Cyber IT Security Policies to mitigate the risk of data loss, misuse, and unauthorised access.

SCHN data systems that collect client information are cloud based and hosted externally in Australia where service level agreements uphold the highest IT security standards to satisfy SCHN security needs.

SCHN Identity Management Policy holds our system owners to a permission model of least privilege; ensuring access is only available to those where access is necessary to provide services.

Unless critical to perform services, all information is de identified and encrypted prior to transfer to the SCHN otherwise it is entered into SHN secure systems directly or it is received in de identified format by secure upload direct to our secure systems.

All communications where clients are identified is via encrypted secure mail. System generated communications use client identifiers in place of names.

Non-client information may be stored on local secure servers; this information may include emails, documents, or photographs from events. SCHN takes all reasonable steps to obtain written permission to take and use photographs and video images.

It is SCHN position to use only system and tools hosted in Australia. It may be the contingency of these providers to use overseas servers during a system failure. In this case our SLA requires they still abide by Australian privacy law standards.

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### Use of client and employee personal and health data

SCHN only collects personal information where it is necessary to provide its services. SCHN takes all legally required and commercially reasonable steps to ensure that individuals' personal data is reliable for its intended use that is; accurate, complete and, where necessary, appropriately updated.

Services and activities that require the use of client and employee personal data:

- Triage and care coordination
- Clinical service delivery
- Promoting our services and events
- Disseminating relevant information and supports to our stakeholders
- Providing relevant information to our stakeholders
- Compliance for funding
- Quality assurance and audit, risk management
- Contract management and performance monitoring
- Research with appropriate ethics and consents
- Perform administrative operations
- Perform payroll and staff management
- Performing IT archiving, systems development, and testing.

When prescribed by specific departmental reporting requirements SCHN uses standard client identifiers such as statistical linkage keys which allow for deidentified client information to be used for high level population health reporting. Clients are informed and consent to their information being reported to funding bodies.

SCHN data analysis teams use suppression rules on deidentified information to ensure that re-identification is not possible when exploring small cohorts from regional areas.

### Disclosure of client and employee information

Sunshine Coast Health Network Ltd may use and disclose personal information to related companies, agents or contractors who provide products and services to the organisation or on behalf of the organisation. In dealing with these agents or contractors, SCHN ensures that the information provided is used for the express purpose for which it is disclosed.

Organisations or entities where SCHN may disclose client or employee information include:

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- The SCHN's commissioned services for the purpose of service delivery
- The SCHN's agents, contractors, and external advisers
- Commonwealth and State government agencies and other funders
- External payment systems operators
- Legal or government entities to comply with a legal request for your personal information for example subpoena or warrant.

SCHN collects client consent for the above disclosures excluding cases where compelled by law or duty of care for example when there is an immediate threat or risk of harm to themselves or others.

### Our website, social media, and cookies

SCHN website [www.ourphn.org.au](http://www.ourphn.org.au) does not collect browsing information that identifies users.

SCHN website is built on Word Press and uses third-party applications that collect information for security purposes called Word Fence. SCHN also uses Google Analytics to collect statistics on pages viewed. Users can change browser settings to limit the information collected when accessing our website.

As users do not need to log in into SCHN website, storage of cookies is not required. SCHN currently do not have any comments features active on its pages that collect temporary user cookies. SCHN will ensure a pop-up message is used to alert users to the use of cookies should this change.

SCHN home page includes an embedded search feature to an external web application that is not run or managed by the SCHN called Healthdirect service finder. The Healthdirect Australia Online Services make records of user visits and logs the following information for statistical purposes:

- the user's server address
- the user's -level domain name
- the date and time of access to the site
- pages accessed and documents downloaded
- the previous site visited; and
- the type of browser software in use.

SCHN uses YouTube's Privacy Enhanced Mode for videos uploaded to our website. This avoids users being redirected to a third-party website that may collect user information without consent.

SCHN uses social networking services such as Twitter, Facebook, and YouTube to communicate with the public and health professionals about its activities. When users communicate with SCHN using

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these services personal information may be collected, but SCHN only uses this information to facilitate communication with the user. The social networking service will also handle personal information for its own purposes. These services have their own privacy policies. Privacy policies for Twitter, Facebook, and YouTube (a Google company) are available on their websites. See Forms, record keeping, other documents above for links.

### Direct marketing

SCHN newsletters and promotion materials are based on an opt-in subscription model. Subscribers can opt out of a subscription easily at any time.

### Solicited and unsolicited personal information

As aforementioned SCHN does not collect any information unless for the specific purpose to perform our services. SCHN will contain and destroy any unsolicited personal information in line with SCHN Notifiable Data Breach Policy.

### Access and amendments to client and employee information

Australian privacy law gives clients and employees the right access and to correct the personal information SCHN holds about them if it is:

- inaccurate
- out of date
- incomplete
- irrelevant
- misleading

Individuals may request access to their own personal or health information held by Sunshine Coast Health Network Ltd by writing to the Chief Executive Officer, Sunshine Coast Health Network Ltd, PO Box 3067, Maroochydore, QLD, 4558.

Requests will be acknowledged within seven (7) working days, and the intent is to provide a decision on requests within 30 days from original request date.

Any amendments will be considered subject to the Australian Privacy Principles.

Valid reasons for refusal include:

- The organisation believes that giving an individual access may endanger the life, health, or safety of any individual, or endanger public health or safety

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- Giving an individual access would have an unreasonable impact on the privacy of other individuals
- The request is frivolous or vexatious
- An individual's personal information is part of existing or anticipated legal proceedings between such individual and the organisation

Should SCHN refuse an individual's request to access or correct personal information, SCHN will notify individuals in writing to inform them of:

- The reasons for refusing to correct your personal information
- An individual's right to request that a statement be associated with such personal information
- How to make a complaint

Generally, SCHN will not charge fees for giving individuals access to their personal information. However, SCHN reserves the right to charge reasonable fees where requests for personal information contain complications or are resource intensive.

## Feedback process

For individuals receiving health services who wish to make a privacy complaint should in the first raise privacy issues directly with the service provider.

If they are unhappy with the response they can escalate this to Sunshine Coast Health Ltd via the following methods as outlined on our website <https://www.ourphn.org.au/provide-feedback/>

The feedback officer will manage feedback in accordance with the External Feedback Management Policy 12.1 which can also be found on the feedback page of SCHN website as above.

If an individual believes their privacy complaint has not been appropriately handled by the Sunshine Coast Health Network Ltd, they should contact the Office of the Australian Information Commissioner 1300 363 992 (local call charge) or visit their website [www.oaic.gov.au](http://www.oaic.gov.au)

## Associated Documents /Legislation

[ISO/IEC 27001 Information Security Management \(ISMS\)AS/NZS](#)

[ISO/IEC 27002:2006 Information Technology - Code of Practice for Information Security Management.](#)

[AS ISO 27799:2011: Information Security Management in Health Using](#)

[ISO/IEC 27002](#)

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[The Privacy Act 1988 \(Cth\)](#)

[Notifiable Data Breach Scheme 2017](#)

[Spam Act 2003](#)

[Cybercrime Act](#)

[Telecommunications \(Interception and Access\) Act](#)

[Data Extraction Tool Agreement](#)

[Data Sharing Agreements](#)

[Data Breach Procedure](#)

[Data Management Policy](#)

[IT Security Policy](#)

[IT Identity Management](#)

[Workstations Conditions of Use \(Basic\)](#)

[External Feedback Management Policy 12.1](#)

[IT Security Policy](#)

[Privacy Policy](#)

[Social Media Procedure](#)

[Microsoft Privacy Policy](#)

[Fixus Privacy Policy](#)

[Folio Privacy Policy](#)

[Tenderlink Privacy Policy](#)

[Healthdirect Australia Privacy statement](#)

[MMEX ISA Privacy Policy](#)

### Review

This Policy will be reviewed one year after date of approval

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