

PRIVATE HOSPITALS ASSOCIATION OF QUEENSLAND INC.

PRIVACY POLICY

The Private Hospitals Association of Queensland Inc. (PHAQ) deals with information privacy in accordance with the Privacy Act 1988 (Cth) (Privacy Act) as amended by the Privacy Amendment (Enhancing Privacy Protection) Act 2012 (Cth) (Privacy Amendment Act) and the Australian Privacy Principles set out in the Privacy Amendment Act.

It also complies with the Spam Act 2003 (Cth) which imposes restrictions on sending emails.

The PHAQ reserves the right to modify this Privacy Policy at any time. If changed, the changes will be posted on the PHAQ website so that you are always aware of the sort of information collected, how the information may be used, and under what circumstances it may be disclosed by the PHAQ.

If at any time the PHAQ is required by law to release information about you or your organisation, the PHAQ must cooperate fully.

What sort of information does PHAQ collect?

PHAQ collects personal information about you ('the Information') in the following ways:

- When you or your organisation apply to become a member, request certain services or otherwise contact or do business with the PHAQ.
- Other personal information may be collected from event registration forms, telephone calls, faxes, e-mails, contact made via the PHAQ website, letters sent by members and other contacts of the PHAQ and from membership profile updates;
- When you apply for a role as an employee or contractor at the PHAQ

What happens if you do not provide the information?

If you do not provide the Information required, you or your organisation may not be able to become a member or you may not be able to receive the Information or service you requested by the method you have requested.

How is your information used by the PHAQ?

The PHAQ collects the Information to provide you and your organisation with a specific service. For example, we may use the Information you provide us to:

- Process your organisation's membership application, membership renewal, update your and your organisation's details and profile information or fulfil a request for information;
- For promotional and marketing purposes, including sending you information on relevant PHAQ services, benefits and events;
- Send your organisation's membership renewal, voting papers or other information required under the PHAQ – Rules of the Association
- Communicate with you on any issues relevant to your organisation's membership or transactions with the PHAQ.
- If at any time you receive material that you do not wish to receive, please see "Amending and updating your or your organisation's profile" below.

Who does PHAQ disclose personal information to?

- PHAQ will not sell, rent, trade or otherwise supply for consideration to third parties any personal information obtained from you or your organisation without your consent.
- PHAQ will provide only such information, as is required, to third parties to enable a particular service to be fulfilled;
- PHAQ will allow the use of the information in a controlled manner by entities distributing information relevant to members and/or PHAQ.

How will PHAQ keep your personal information secure?

PHAQ has security measures designed to protect against the loss, misuse and/or alteration of the Information under its control. These security measures include:

- Firewalls – to prevent the hacking of our database;
- Clauses in employee agreements requiring confidentiality and training on the importance of the Privacy Act;
- The use of passwords for access to database information
- Shredding for the disposal of written information.

Where appropriate, we use secure transmission facilities. However, no transmission of information over the Internet can be guaranteed to be completely secure and we do not warrant the security of any information transmitted by or to us over the internet.

Amending and updating your or your organisation's profile

PHAQ gives you the following options for accessing and modifying Information previously provided:

- You may gain access to Information that the PHAQ has collected about you – please refer to contact details below. We will not charge you for responding to such a request.
- You can change or update personal information via letter, telephone, fax or email at any time. These changes will be effected as soon as reasonably possible.
- Periodically members are notified of the information held on file on their organisation's member profile update and can amend that information.

Contacting PHAQ

If you have any questions or complaints about this Privacy Policy, you should contact:

Private Hospitals Association of Queensland Inc
PO Box 370
KENMORE QLD 4069
Phone: 07 3279 7600
Fax: 07 3279 7601
Email: click on the 'contact us' icon on the PHAQ website – www.phaq.org

9. Privacy concerns

If you would like any further information about our handling of personal information or to make a complaint about something you believe breaches the Australian Privacy Principles, please lodge a written complaint addressed to our Executive Director using the contact details above. Once we receive your complaint, we will respond to your complaint within a reasonable period of time, usually 30 days. If you are unsatisfied with the handling of your complaint, you may contact us further to advise of your concerns and, if we are unable to reach a satisfactory resolution, you may wish to take your complaint to the Office of the Australian Information Commissioner (OAIC) for a review of your complaint.