

PRIVACY POLICY – QUEENSLAND HOMICIDE VICTIMS’ SUPPORT GROUP

DATE

30 April 2020

POLICY NO.

4.1

QUEENSLAND HOMICIDE VICTIMS’ SUPPORT GROUP PRIVACY POLICY

This Policy represents how the Queensland Homicide Victims’ Support Group (**‘QHVSG’**) manages your personal information in accordance with the *Privacy Act 1988* (Cth) (“the Privacy Act”). Our Privacy Policy seeks to safeguard the privacy of your personal information in accordance with the Australian Privacy Principles (“the APP’s”) contained within the Privacy Act.

In addition to this Privacy Policy, we may also have specific and additional privacy provisions that apply to certain activities and promotions. In the event of any inconsistency between the provisions of this Privacy Policy and those other specific and additional provisions, the specific and additional provisions provided to you will apply.

Please note that if at any time QHVSG is required by law to release information about you, QHVSG must cooperate fully.

This Privacy Policy may be amended from time to time and may be revised. This Privacy Policy represents the latest version of the QHVSG Privacy Policy.

1. YOUR PERSONAL INFORMATION

QHVSG recognises that your privacy is very important to you and that you have a right to control your personal information. We know that providing personal information is an act of trust and we take our responsibility for your information seriously.

QHVSG recognises that staff, volunteers, Board and Committee members, and members of QHVSG are often invited into the lives of homicide victims in a way which means they become aware of information about the private lives of others and about their most private emotions and feelings. To provide an effective and high-quality service and to maintain appropriate accountability, QHVSG must collect, store and sometimes share relevant personal information about our clients. It is important that we are consistent and considered in the way we manage what is written and said about a client or member, and how we decide who can see or hear this information.

Unless you give us explicit consent to act otherwise, the following policy will govern how QHVSG handles your personal information and safeguards your privacy. By using QHVSG’s products and services, you consent to QHVSG using your personal information as set out in this Privacy Policy.

1.1 What does “personal information” mean?

Personal information is any information about you that identifies you or by which your identity may be reasonably determined. By collecting this personal information we are able to:

- Contact you when and where necessary;
- Ensure that you attain the best possible service and support; and

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- Identify you and protect you from any unauthorised access to your personal information.

If you choose not to provide personal information to us, we may not be able to provide you with access to parts of our services.

1.2 The kinds of personal information we collect and hold

Personal information which we may collect and hold includes:-

1. Your name, date of birth and address including email address;
2. Statistical categories (for example, gender, age range, race/ethnic background, service requested, service provided, duration of contact);
3. Your phone number and mobile phone number; and
4. Other personal information necessary for the services we offer to you.

1.3 How QHVSG collects and holds personal information

QHVSg will collect your personal information directly from you where possible. In some instances, we will collect your personal information from an associate of yours, in which case we will obtain your consent.

As a general rule, we do not collect sensitive information. Sensitive information is a type of personal information and can include, but is not limited to, information about an individual's health, opinions and beliefs. However, if we do collect sensitive information, it will usually be for the purposes of providing our services and we will seek your consent to collect it.

In the course of providing the requested services, we may collect and hold personal information relating to an associate of yours where it is impractical or unreasonable to seek the same information directly from the associate. You must take reasonable steps to ensure that you are authorised to disclose that information to QHVSG.

1.4 How QHVSG uses your personal information

We will tell you why we are collecting information when we collect it and how we plan to use it or these things will be obvious when we collect the information. Personal information is used only for the purpose for which it is submitted or for such other secondary purposes that are related to that purpose, unless we disclose other uses in this Privacy Policy or at the time of collection.

QHVSg collects and holds your personal information in order to fulfil a service for you, whether it is the provision of our services, providing you with upcoming news from QHVSG that may interest you, or updating you in relation to further developments.

We may use personally identifiable information in a summative form to improve our services and make them more responsive to the needs of our customers. This statistical compilation and analysis of information may also be used by us or provided to others as a summary report for marketing, advertising or research purposes.

We will not sell, transfer, assign or rent your personal information. In order to deliver to you the service which you have requested, we may sometimes share your personal information to an affiliate or subsidiary which is necessary to deliver your requested items or services to you. We will not otherwise disclose your personal information to other companies without your consent.

1.5 Who would QHVSG disclose your personal information to?

QHVSg may need to disclose your personal information in certain circumstances. For example, your personal information may be required to be disclosed in providing our services, such as disclosing your information to statutory authorities or other agencies in the completion of our services to you.

Personal information and records about a client or member supported by QHVSG will only be passed onto another agency in the following circumstances:

- In a referral to another agency, carer or authorised person, with the client's prior consent;
- In an emergency, referral to another agency where there is a real or perceived danger to the client, member or other person, where it is not practicable to obtain the client's prior consent.

Under the terms of the Associations Incorporation Act 1981 (Qld), QHVSG's membership records may be inspected by an officer duly authorised by a Government Department. In this event, identifying information will be removed.

QHVSg will disclose only statistical information about clients and members and their use of QHVSG services when reporting on service outcomes to funding bodies and to facilitate future service planning by the Board of Directors.

We may also disclose your personal information where you have consented to us doing so in providing you with our services or where disclosure is necessary to achieve the purpose for which it was submitted.

We may need to disclose or transfer your personal information if QHVSG is acquired by or merged with another entity.

QHVSg will, at all times, attempt to ensure that we do not disclose your personal information to a third party where consent for such disclosure has not been given. In all cases where we may be required to disclose information we will attempt to obtain your direct consent for such disclosure.

Please note that if at any time QHVSG is required by law to release information about you, we must cooperate fully. We may also disclose your information in order to investigate, halt or take action regarding illegal activities.

1.6 How can you access your personal information and/or seek correction?

You may access and/or request that your personal information be edited or corrected by contacting the Privacy Officer at QHVSG:

Name: Brett Thompson

Email: brett.thompson@qhvsg.org.au

By phone: (07) 3857 4744

By post: PO Box 194, Clayfield QLD 4011

We strive to ensure that all personal information stored is accurate, up-to-date and complete.

2. YOUR PERSONAL INFORMATION AND OVERSEAS DISCLOSURE

QHVSg stores your personal information in Australia.

Disclosures of your personal information will not be made overseas without your express consent, or in circumstances where we are legally required.

3. DATA QUALITY AND SECURITY

QHVSG will endeavour to take all reasonable steps to keep secure any personal information which we hold about you and to keep this information accurate and up to date.

However, as the internet is not a secure environment, any information that you send to us via that method is sent at your own risk.

We strive to ensure the security, integrity and privacy of the personal information of our clients. We use a variety of physical and electronic security measures including:-

1. restricting physical access to our offices;
2. use of firewalls and secure databases to keep personal information secure from misuse, loss, modification, unauthorised access or disclosure;
3. using unique access codes to access areas that contain Personal Information after hours;
4. requiring volunteers to sign in when entering QHVSG premises;
5. using unique usernames, passwords and other protections on systems that can access Personal Information;
6. de-identifying documents and using confidential disposal systems; and
7. holding certain sensitive documents securely.

4. DIRECT MARKETING

If you subscribe to receive information from QHVSG, then your e-mail address and other personal information that you provide will be recorded. Your email address will only be used for the purpose for which you have provided it. QHVSG may, from time to time, use your personal information, such as your address or contact details, to provide you with information about other services that we offer.

In certain circumstances QHVSG may provide your Personal Information to other QHVSG affiliates or likeminded organisations for Direct Marketing Communications but only if express consent is given. QHVSG will take reasonable steps to ensure that Personal Information is used by such organisations in accordance with the Privacy Act.

If at any time you do not wish to receive any information about these services, please feel free to contact us the Privacy Officer.

5. BREACHES OF PRIVACY

In the unlikely event of unauthorised disclosure of your personal information, QHVSG is bound by the National Data Breach Scheme contained within the Privacy Act. If a breach occurs, QHVSG will:-

1. Conduct a reasonable and expeditious assessment of the suspected breach within 30 days;

2. Take the appropriate and available steps to contain the suspected breach;
3. If the breach is determined to be a Notifiable Data Breach, prepare a statement to the Office of the Australian Information Commissioner detailing circumstances and subject of the breach as well as recommended steps that you can take; and
4. Notify you, and anyone else subject to the breach, of the statement made to the Office the Office of the Australian Information Commissioner.

6. COMPLAINTS ABOUT BREACHES OF PRIVACY

If you are unsatisfied with the manner in which QHVSG has dealt with your personal information and wish to complain, you can direct your complaints to the Privacy Officer at QHVSG:-

Name: Brett Thompson

Email: brett.thompson@qhvsg.org.au

By phone: (07) 3857 4744

By post: PO Box 194, Clayfield QLD 4011

QHVSg will, within seven days, respond to you and attempt to resolve with you your issues as they pertain to your personal information.

If you are still unsatisfied, you may wish to direct your complaint to the Office of the Australian Information Commissioner at <http://www.oaic.gov.au/> or alternatively:

By phone: 1300 363 992

In writing: GPO Box 5218, Sydney NSW 2001

7. RELATED POLICIES, PROCEDURES AND DOCUMENTS

- *Privacy Act 1988* (Cth) (**Privacy Act**)
- Queensland Standards for Community Services, Standard 4: Confidentiality and Privacy
- Other Standards
- Australian Privacy Principles
- The Queensland Privacy Scheme (not mandatory for NGOs)
- <http://www.privacy.qld.gov.au>
- Freedom of Information Act 1988 (Cth)