

PRIVACY

Policy:

QUEENSLAND RESPIRATORY SERVICES is committed to protecting the right to privacy of its patients, employees, and business partners. As such it is our policy that the collection, security, quality, use and disclosure of information shall be conducted in accordance with the References listed below.

Procedure:

QUEENSLAND RESPIRATORY SERVICES “**Privacy Statement**” is as follows:

“Other than as required by Federal and/or State Legislation and/or in cases of emergency, QUEENSLAND RESPIRATORY SERVICES shall ensure that any personal or business-related information obtained by our organisation from employees, patients, partner organisations or any other third party is, without exception, utilized solely for the purpose of conducting business and interaction between QUEENSLAND RESPIRATORY SERVICES and any other party involved.

Under no circumstances shall information be knowingly provided to any external party without written permission from all parties involved.”

Information relating to external parties shall be obtained by lawful means only and shall be limited to information required to enable business interaction between the parties.

QUEENSLAND RESPIRATORY SERVICES will take reasonable steps to ensure that our Privacy Policy is public and that all patients and other relevant entities are aware of the above statement.

Private information relating to third parties shall be managed in accordance with the requirement of the “*Australian Privacy Protection Principles*”, generally in accordance with the following:

Patient Information:

Patient Information is collected to enable QUEENSLAND RESPIRATORY SERVICES to provide quality service. It may range from general information (e.g. address and telephone number) to more sensitive information including, but not limited to the following:

- Patient financial status and credit checks;
- Detailed information about the status of an individual’s medical history;
- Details of the products and services provided to the patient;
- Personal details of the patient (including birthdate, address and phone number); and
- Relevant requirements and preferences specific to the patient.

Provided that no legitimate reasons to the contrary exist at the time, all information relating to a patient that is held by QUEENSLAND RESPIRATORY SERVICES will be maintained in a way that it is unavailable to any third party, but available to the patient upon request for perusal and /or update of information.

Employee Information:

Employee Information is collected to enable QUEENSLAND RESPIRATORY SERVICES to efficiently and effectively recruit, train, manage and ensure the safety of employees. Information collected in relation to employees shall include but is not limited to:

- Employee information required to be maintained in accordance with the “*Fair Work Act 2009*”;

- Information relevant to the work content and performance of an employee;
- Performance feedback (whether positive or negative);
- Information relating to Workplace Health and Safety and an employee.

Provided that no legitimate reasons to the contrary exist at the time, personal information relating to employees shall be maintained as confidential information. Each employee shall be permitted access to information being held in relation to him or her and his or her employment with QUEENSLAND RESPIRATORY SERVICES for the purpose of perusal and / or update.

Partner Organisations and other Third Parties:

Information maintained shall be held solely for reasons relating to the conducting of business by either FRASER COAST RADIOLOGY QLD, the third party or both.

Provided that no legitimate reasons to the contrary exist at the time, any third party with information held by QUEENSLAND RESPIRATORY SERVICES shall be allowed access to the information for the purpose or perusal and / or update.

Grievances:

Any party wishing to lodge a complaint in relation to the management of private information by QUEENSLAND RESPIRATORY SERVICES may lodge the complaint verbally or in writing with QUEENSLAND RESPIRATORY SERVICES management.

All complaints will be thoroughly investigated according to our internal procedures and processes and a response will be forwarded to the complaining party within a reasonable timeframe

Direct Marketing:

QUEENSLAND RESPIRATORY SERVICES may from time to time elect to use private information to market services directly to patients and potential patients. This information will be used only by QUEENSLAND RESPIRATORY SERVICES and shall not be disclosed to any third party for the purposes of direct marketing conducted by that party.

Any third party who wishes to be excluded from receiving direct marketing information from QUEENSLAND RESPIRATORY SERVICES should advise our organisation so that arrangements can be made to remove that party from our marketing listing.

Responsibility:

It is the responsibility of QUEENSLAND RESPIRATORY SERVICES to ensure that employees are familiar with this policy and procedure and to provide a written Privacy Statement to persons and entities involved with the organisation as required.

It is the responsibility of all employees on a day to day basis, in everything that they do in the workplace, to ensure that their activities comply with this policy.

Failure by any employee to comply with the requirements of this Policy shall result in disciplinary action that may include termination of employment.

References:

- “Privacy Act 1988”*
- “Privacy Amendment (Private Sector) Act 2000”*
- “Privacy Amendment (Enhancing Privacy Protection) Act 2012”*
- “Australian Privacy Protection Principles”*