

Application: All PresCare Group People	Issue Date: 22 March 2018	Authorised By:  Greg Rodgers Chairman
Distribution: All PresCare Group People	Review Date: 30 March 2020	

Purpose

PresCare (referred to in this document as **we, us or our**) recognise that your privacy is important and we are committed to protecting the privacy of the personal information we collect from you. We manage your personal information in accordance with the *Privacy Act 1988* (Cth) (**Privacy Act**) and Australian Privacy Principles, as set out in this policy.

Scope

The scope of this policy has application for all activities and personnel involved with the collection, storage, use and disclosure of both personal and corporate information.

Definitions

Personal Information	Information or an opinion, whether true or not, and whether recorded in a material form or not, about an individual whose identity is apparent or can be reasonably ascertained for the information or opinion.
Sensitive Information	Information about a person’s racial or ethnic origin, political opinions or memberships, religious beliefs or affiliations, sexual preferences or practices, criminal record.
Health and care related information	Health information includes personal information that is information or an opinion about physical or mental health or a disability of an individual. It also includes information or an opinion about: <ul style="list-style-type: none"> • A health service provided, or to be provided, to an individual • An individual’s express wishes about the future provision of health services to him or her • Other personal information collected in connection with the donation of human tissue • Genetic information that is or could be predictive of the health of an individual or their relatives or decedents.

Collection

Types of information collected

We may collect and hold personal information about you, that is, information that can identify you and is relevant to providing you with the products and services you are seeking. The kinds of information we typically collect include name, your position, address, phone number, facsimile number, email address, bank account details and/or other information relevant to providing you with the products and services you seek.

Method of collection

Personal information will generally be collected directly from you through the use of any of our standard forms, over the internet, via email, or through a telephone conversation with you. There may, however, be some instances where personal information about you will be collected indirectly because it is unreasonable or impractical to collect personal information directly from you. We will usually notify you about these instances in advance, or where that is not possible, as soon as reasonably practicable after the information has been collected.

Purpose of collection

The personal information that we collect and hold about you depends on your interaction with us. Generally, we collect, use and hold your personal information for the purposes of:

- providing products and services to you;
- responding to your enquiries and providing you with related information;
- making bookings in connection with the services or products that you request;
- supplying you with publications and other products offered on our website;
- providing you with information, including publications and brochures about other products and services that we offer that may be of interest to you;
- providing you with information relevant to the services provided to you or other information that you request;
- facilitating our internal business operations, including the fulfilment of any legal requirements; and
- analysing our products, services and customer needs with a view to improving those products and services.

Failure to provide information

If the personal information you provide to us is incomplete or inaccurate, we may be unable to provide you, or someone else you know, with the products and services you, or they, are seeking.

Internet users

If you access our website, we may collect additional information about you in the form of your IP address or domain name.

Our website may contain links to other websites. We are not responsible for the privacy practices of linked websites and any linked websites are not subject to our privacy policies and procedures.



A Ministry of the
Presbyterian Church of Queensland

Our website uses cookies. The main purpose of cookies is to identify users and to prepare customised web pages for them. Cookies do not identify you personally, but they may link back to a database record about you. We use cookies to monitor usage of our website and to create a personal record of when you visit our website and what page you view so that we may serve you more effectively.

Use and disclosure

Generally, we only use or disclose personal information about you for the purposes for which it was collected (as set out above). We may disclose personal information about you to:

- our third party service providers (e.g. technology service providers) and service firms, consultants and advisers, who provide services to us and assist us in operating our business, and who may not be required to comply with our privacy policy; and
- our affiliated program partners, sponsors and supporters, who may provide you with information, products, and services, and who may not be required to comply with our privacy policy.
- our related entities within the corporate group structure.

We are not likely to disclose your personal information overseas.

In some circumstances, the law may permit or require us to use or disclose personal information for other purposes (for instance, where you would reasonably expect us to and the purpose is related to the purpose of collection).

Security

We store your personal information in different ways, including in paper and electronic form. The security of your personal information is important to us. We take reasonable measures to ensure that your personal information is stored safely to protect it from misuse, loss, unauthorised access, interference, modification or disclosure, including electronic and physical security measures.

Access and correction

You may request access to personal information we hold about you, by making a written request using the contact details set out below. We will respond to your request within a reasonable period. We may charge you a reasonable fee for processing your request (but not for making a request for access).

We may decline a request for access to personal information in circumstances prescribed by the Privacy Act, and if we do, we will provide you with a written notice that sets out the reasons for the refusal (unless it would be unreasonable to provide those reasons).

If, upon receiving access to your personal information, or at any other time, you believe the personal information we hold about you is inaccurate, incomplete or out of date, please notify us



A Ministry of the
Presbyterian Church of Queensland

immediately. We take reasonable steps to correct the information so that it is accurate, complete and up to date.

If we refuse to correct your personal information, we will provide you with a written notice that sets out the reasons for our refusal (unless it would be unreasonable to provide those reasons) and provide you with a statement regarding the mechanisms available to you to make a complaint.

Complaints and feedback

If you wish to make a complaint about a breach of the Privacy Act, Australian Privacy Principles or a privacy code that applies to use, please contact us as set out below and we will take reasonable steps to investigate the complaint and respond to you. If you are not happy with our response, you may complain directly to the Australian Information Commissioner.

If you have any queries or concerns about our privacy policy or the way we handle your personal information, please contact us using the contact details set out below.

Contact Details

Postal address: Level 3, 19 Lang Parade, Milton, Qld 4064

Email: privacy@prescare.org.au

Telephone: 07 3223 4444

More information

For more information about privacy in general, you can visit the Australian Information Commissioner's website at www.oaic.gov.au.



A Ministry of the
Presbyterian Church of Queensland