

PHN Privacy Policy

Darling Downs and West Moreton PHN is committed to ensuring that your personal and health information is handled in accordance with Australian privacy laws. The PHN respects your privacy and is bound by the Commonwealth Privacy Act 1988.

We understand that you may have concerns about your privacy and confidentiality while online. We take care to ensure that the personal information you give us is protected. We do not presently disclose your personal information overseas. We will let you know if we are likely to disclose it overseas, and the relevant country.

Collection of your personal and health data

Darling Downs and West Moreton PHN collects only the personal or health information necessary to allow the organisation to provide products and services and maintain relationships with clients whose information they hold. The PHN's primary function is to assess and understand the health needs of the local region, and to engage service providers to provide health services within the local region.

As a result, the PHN may be required by its funding bodies to collect personal data pertaining to the delivery of contracted programs for reporting purposes. This de-identified data relates solely to age, ethnicity, social situation and diagnosis subject to treatment.

Security of information collected

Darling Downs and West Moreton PHN shall take all legally required and commercially reasonable measures, proportional to the associated risk, to protect personal data from loss, misuse, unauthorised access or disclosure, alteration and destruction. Pursuant to its records retention policies and procedures, the PHN shall not keep personal data for longer than necessary or permitted by law.

Information will be held in a variety of ways, including in paper and electronic format, on secure databases that are only accessible by relevant employees. The PHN may also hold photographic images taken of you on a secure database.

The PHN will not make available to a third party any personal information supplied by you unless required or permitted by law. This may also occur where you have consented to the disclosure.

Head Office

Level 1, 162 Hume Street
(PO Box 81)
Toowoomba QLD 4350
P (07) 4615 0900

West Moreton

World Knowledge Centre, Level 5,
37 Sinnathamby Boulevard,
Springfield Central QLD 4300
P (07) 3202 4433

E info@ddwmpnh.com.au

www.ddwmpnh.com.au

ABN 51 605 975 602



Local Integrated
Primary Health Care

Use of your personal and health data

Darling Downs and West Moreton PHN shall take all legally required and commercially reasonable steps to ensure that personal data is reliable for its intended use, accurate, complete and, where necessary, appropriately updated. In addition, the PHN shall collect, hold and use personal data only for specific, legitimate business purposes and in a manner consistent with the purposes for which it was collected.

Amendments and contact details

Individuals may request access or corrections to their own personal or health information held by Darling Downs and West Moreton PHN by emailing info@ddwmpnh.com.au. Alternatively, you can call (07) 4615 0900.

Complaints

Any complaints in relation to Darling Downs and West Moreton PHN's handling of personal information can be directed to info@ddwmpnh.com.au. Unless a complaint can be dealt with immediately to the satisfaction of both parties, the PHN will provide a written response to the complaint within 30 days of the complaint being received.

If an individual believes the complaint has not been appropriately handled by the PHN, they should contact the Office of the Australian Information Commissioner using their online Privacy Complaint Form at www.oaic.gov.au

Contact Us

Darling Downs and West Moreton PHN welcomes your comments regarding this Privacy Policy. If you have any questions about this Privacy Policy and would like further information, please contact us by any of the following means during business hours Monday to Friday:

Call us at our Toowoomba office on (07) 4615 0900.

Email us at info@ddwmpnh.com.au