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An electronic version of this document is available at  
<http://qhps.health.qld.gov.au/metronorth/information/access/>

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1.10	7/03/2018	Helen Gregorczuk Director Health Information Policy, Access and Coordination, Financial Services Executive Metro North Hospital and Health Service	Review and Endorsement

## Document sign off

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Position: Chief Finance Officer

Signature: \_\_\_\_\_ Date: \_\_\_\_ / \_\_\_\_ / \_\_\_\_

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## Introduction and Purpose of the Privacy Plan

Metro North Hospital and Health Service (HHS) is committed to respecting the privacy and ensuring the security, accuracy and integrity of personal information regarding all patients, staff, contractors and visitors associated with receiving or providing MNHHS services.

The *Information Privacy Act 2009* (Qld) (IP Act):

- regulates how Queensland government agencies, including the Metro North Hospital and Health Service (MNHHS), must manage personal information,
- provides a right for individuals to apply for access and amendment of their personal information.

The MNHHS is required to comply with the Privacy Principles outlined in the IP Act, in particular, the National Privacy Principles (NPPs)—refer to [Appendix 1](#). These privacy principles include rules about the collection, use, quality, security and disclosure of personal information. There are also provisions about the conditions under which personal information may be transferred outside of Australia and rules regarding contracted service providers.

The Privacy Plan is intended to outline :

- the types of personal information MNHHS holds and for what purposes
- how it collects, holds, uses and discloses personal information.

The specific obligations of the MNHHS when collecting and handling your personal information are outlined in the IP Act.

This privacy plan will be updated if and when our information handling practices change.

## What is personal information?

Personal information is any information or opinion about an identifiable living individual, e.g. patient information or staff information.

Your identity must be reasonably ascertainable from the information and it does not have to be expressly indicated by the information, nor does it have to be true in order for it to be your personal information.

Personal information may be in any form, such as in correspondence, databases, audio recordings, images, alpha-numerical identifiers or any combinations of these. It can also be spoken or communicated in other mediums, including sign language or social media.

## What is sensitive personal information?

Sensitive information is a subset of personal information and includes healthcare information as well as criminal history, religion, race and ethnicity. Refer to [Appendix 2](#) for more examples of sensitive information.

The MNHHS can only collect sensitive information in certain circumstances and must, before it discloses your sensitive personal information, take reasonable steps to ensure that you, the subject of the personal information, can no longer and cannot in the future, be identified from the personal information.

## What is confidential information?

Confidential information most often relates to patients of Queensland Health who may be living or deceased.

The *Hospital and Health Boards Act 2011* (Qld) (HHBA) defines confidential information as ‘...information, acquired by a person in the person’s capacity as a designated person, from which a person who is receiving or has received a public sector health service could be identified.’

A ‘designated person’ includes current and previous employees and officers of the department or HHS, temporary staff, health professionals, including visiting medical officers, anyone being educated or trained at a department or HHS facility, and contractors and volunteers carrying out duties on behalf of the department or HHS.

Other relevant legislation may also include the *Public Health Act 2005* (Qld) and the *Mental Health Act 2016* (Qld).



## What personal information do we collect?

The MNHHS collects, holds, uses and discloses personal information to carry out its functions and activities.

The MNHHS ensures personal information and handling practices are transparent and documented, and that people are given collection notices that comply with the privacy principles.

Large amounts of personal information, some of which is sensitive and health information, may relate to clients, patients, suppliers, business partners and employees. Refer to [Appendix 2](#) for examples of the types of personal information held by the MNHHS.

The *Queensland Health Information Asset Register* provides details regarding information collected for the purpose of better health outcomes for Queenslanders. The register is available at [https://www.health.qld.gov.au/\\_data/assets/pdf\\_file/0028/144829/iar-20151123.pdf](https://www.health.qld.gov.au/_data/assets/pdf_file/0028/144829/iar-20151123.pdf)

## How is my personal information managed?

The MNHHS is committed to ensuring all personal information is managed in accordance with the privacy principles, and also in compliance with *Information Standard 18* and the *Queensland Government Information Security Classification Framework*.

## Quality of your personal information

The MNHHS takes steps to ensure personal information held and collected is accurate, up-to-date and complete. These steps include maintaining and updating personal information when advised by individuals that their details have changed, and at other times as necessary.

## Security of your personal information

The MNHHS takes the necessary steps to protect personal information against loss, unauthorised access, use, modification or disclosure, and against other misuse. These steps include, for example, password protection for accessing our electronic systems.

All sensitive documents must have security classifications applied to them and must be protected from unauthorised access by applying correct storage, handling and disposal methods.

When personal information is no longer required, it is destroyed in a secure manner, or deleted according to a Queensland State Archives approved retention and disposal schedule. Further information about retention and disposal is available at [www.archives.qld.gov.au/Recordkeeping/RetentionDisposal/Pages/default.aspx](http://www.archives.qld.gov.au/Recordkeeping/RetentionDisposal/Pages/default.aspx)

## Contracted service providers and your personal information

The MNHHS must ensure personal information is safeguarded when disclosed to third parties in connection with the provision of a service. Where the MNHHS is contracting with a service provider, and as part of the service arrangement there will be an exchange of personal information, the MNHHS is obliged to take reasonable steps to bind the service provider to comply with the privacy principles within the IP Act as part of the contract or service agreement.

## Transferring personal information outside of Australia

The MNHHS does not routinely transfer personal information outside of Australia.

We will only transfer personal information outside of Australia in limited circumstances as permitted by the IP Act For example:

- when you have agreed
- the transfer is authorised or required under a law
- the MNHHS is satisfied on reasonable grounds that the transfer is necessary to lessen or prevent a serious threat to the life, health, safety or welfare of any individual, or to public health, safety and welfare; or

- if two or more of the following criteria apply:
  - the recipient is subject to equivalent privacy obligations
  - the transfer is necessary to perform a function of the MNHHS
  - the transfer is for your benefit
  - reasonable steps have been taken by the MNHHS to ensure the information is protected.

An instance where the MNHHS may transfer personal information outside of Australia includes where a member of the public has requested we correspond with them using a web based email service whose servers are based in another country (e.g. Hotmail or Gmail).

## Legislative obligations under the *Hospital and Health Boards Act 2011*

Under Part 7 of the HHB Act, Department of Health and HHS staff are prohibited from disclosing 'confidential information' except in the limited circumstances outlined in the legislation. Confidential information is defined as information acquired by MNHHS staff in their official capacity from which a former or current public health service patient could be identified.

'Confidential information' under the HHB Act also includes information relevant to deceased persons (unlike the IP Act).

## De-Identified Information

The IP Act applies to 'personal information' which as discussed above, is information about an individual that either makes their identity apparent or reasonably ascertainable. Similarly the HHBA confidentiality obligations apply to information from which a public health service patient could be identified. Where information has been de-identified so that your identity is no longer apparent or reasonably ascertainable, then the information will not be subject to the IP Act or the HHBA.

Typically this would be aggregated information or statistics used for reporting, research and planning purposes where identifying information has been removed.

Appropriate forms of de-identification include:

- Data masking,
- Pseudonymisation,
- Reducing the precision of information; and
- Aggregation.

As technology changes and the ability to combine different datasets increases, so does the possibility of re-identification of an individual's data. For this reason MNHHS will continue to review its de-identified data sets as part of its information management and data custodianship responsibilities to ensure that privacy and confidentiality is not being compromised.

For general advice about de-identification to protect privacy when using or sharing information assets containing personal information please refer to the below links:

- Australian Government, Office of the Australian Information Commissioner, Privacy business resource 4, De-identification of data and information, April 2014:

<https://www.oaic.gov.au/resources/agencies-and-organisations/business-resources/privacy-business-resource-4-de-identification-of-data-and-information.pdf>

- Office of the Information Commissioner Queensland, Dataset publication and de-identification techniques, February 18, 2013:

<https://www.oic.qld.gov.au/guidelines/for-government/guidelines-privacy-principles/applying-the-privacy-principles/dataset-publication-and-de-identification-techniques>

- Australian Government, National Statistical Service, Statistical Data Integration involving Commonwealth Data, Confidentiality Information Sheet 4, Confidentiality – How to confidentialise data: the basic principles:

[http://www.nss.gov.au/nss/home.nsf/533222ebfd5ac03aca25711000044c9e/59fd060543b4e9e0ca257a4e001eacfe/\\$FILE/Confidentiality%20fact%20sheet%204%20FINAL%20WEB.pdf](http://www.nss.gov.au/nss/home.nsf/533222ebfd5ac03aca25711000044c9e/59fd060543b4e9e0ca257a4e001eacfe/$FILE/Confidentiality%20fact%20sheet%204%20FINAL%20WEB.pdf)



# How does the Metro North Hospital and Health Service use and disclose personal information?

## What does use and disclosure mean?

In broad terms, use refers to the treatment and handling of personal information within the MNHHS, particularly when it involves making decisions on the basis of the information.

Disclosure refers to making personal information available to people outside the MNHHS, other than to the individual concerned, and includes the publication of personal information. Under the HHBA disclosure refers to disclosure from one staff member to another – it does not require that the disclosure be to an outside entity.

## Use and disclosure of personal and health information

The MNHHS only uses your personal information for the purposes for which it was given to use, or for purposes which are directly related to one of our functions or activities. We do not give your personal information to other government agencies, organisations or anyone else unless one of the following circumstances applies:

- you (the individual) have consented
- you would reasonably expect, or have been told, that information of that kind is usually passed to those individuals, bodies or agencies
- it is otherwise required or authorised by law
- it will prevent or lessen a serious and imminent threat to somebody's life or health
- it is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of public revenue.

These circumstances may result in use or disclosure of information such as:

- broad epidemiological studies of disease and other medical research
- ongoing medical treatment
- collecting information about particular health conditions such as life threatening diseases and diseases with high public health risks
- planning for health services
- evaluation, managing, and monitoring of health services
- health service investigations into quality of clinical care
- funding and private health insurance matters such as billing and recovering debt in relation to services received
- child protection, domestic violence, police investigations
- providing access to IT service providers to test and maintain data systems
- disciplinary matters for health practitioners
- if your records have been subpoenaed for a court case
- providing access to the Red Cross for blood tracing tissue and products

Note that all research involving patient data must undergo ethics consideration and be authorised by the Chief Executive before it can be commenced.

We will ensure that such disclosure is limited to only that which is necessary.

# How can I apply to access or amend my personal information?

## How to apply for access

Information about how you can make an application for access to your personal information is provided below. This includes information about seeking access 'administratively' (which is generally a simpler and quicker method of seeking access) or making a formal access application under the provisions of Chapter 3 in the *Information Privacy Act 2009 (Qld) Act*, or under the *Right to Information Act 2009 (Qld) (RTI Act)*, whichever is applicable.

Formal access or amendment applications need to be made and processed in accordance with the relevant legislation.

Access under an administrative arrangement does not affect your right to seek access to the documents under the IP Act or RTI Act. In addition, if your application cannot be processed administratively, it will generally be referred for processing under the IP Act or RTI Act, whichever is appropriate.

Please refer to the below list of hospitals that govern information access for specific facilities located within the MNHHS.

## Where do I apply

*Please submit your request for information from any of the below hospitals if you require information from a facility within the Metro North Hospital and Health Service:*

### **Metro North Hospital and Health Service:**

Requests for information can be sent to Metro North, however the default position is to send your request to the relevant local facility as set out below at the first instance.

### **Caboolture and Kilcoy Hospitals:**

Caboolture Community Health Centre, Caboolture Dental Clinic, Caboolture Mental Health Service, Caboolture Hospital, Kilcoy Hospital, North Lakes Health Precinct (if a Caboolture or Kilcoy admitted patient), Redcliffe and Caboolture Child and Youth Mental Health Services, Woodford Prison.

### **Redcliffe Hospital:**

Brighton Health Campus Rehabilitation or Transition Care Services (Dolphin House), Cooina House, North Lakes Health Precinct (if a Redcliffe Hospital admitted patient), Redcliffe Dental Clinic, Redcliffe Hospital, Redcliffe Community Health Centre, Eventide (archive only), Zillmere Interim Care.

### **Royal Brisbane and Women's Hospital:**

Biala Sexual Health, Brisbane Dental Hospital (archive only), Community Forensic Outreach Service, Halwyn Centre, North Lakes Health Precinct (if a Royal Brisbane and Women's Hospital admitted patient), Oral Health Centre, Sexual Health (Biala City Community Health Centre), Stafford Dental Clinic, Royal Brisbane and Women's Hospital.

### **The Prince Charles Hospital:**

AIDS Medical Unit, Alcohol and Drug Service (Biala City Community Health Centre), Aspley Community Health Centre, Chermside Community Health Centre, Jacana Centre (Brighton Health Campus), Gannet House, Jacana Acquired Brain Injury Rehabilitation Service (Bracken Ridge), North Lakes Health Precinct (if a Prince Charles Hospital admitted patient), North West Community Health Centre, Nundah Community Health Centre, Pine Rivers Community Health Centre, Pine Rivers Dental Clinic, Sandgate Dental Clinic, The Prince Charles Hospital, Winston Noble.

## Community Services Directorate

Please refer to the Hospital listings above for information governance of Community, Indigenous and Sub-Acute Services and Oral Health Services records.

### Mental Health Services:

Please refer to the Hospital listings above for information governance of Mental Health Service records.

### Queensland Ambulance Service (QAS):

Please refer to the 'Administrative access to Queensland Ambulance Service patient records' section on page 8 for access to QAS information.

## Administrative access to your health records

If you, as a patient, wish to access a copy of your health records, your request may be able to be processed administratively by the Hospital and Health Service (HHS) facility which holds your information.

To apply for access to your health records, you will need to contact the Queensland Health facility (or facilities) you have attended.

A list of contact officers (usually known as the RTI decision makers) for Queensland HHS facilities is available at [www.health.qld.gov.au/system-governance/contact-us/access-info/privacy-contacts/default.asp](http://www.health.qld.gov.au/system-governance/contact-us/access-info/privacy-contacts/default.asp)

Contact Officers located within Metro North are listed under the Right to Information and Information Privacy Act (2009) applications heading below.

Further information about accessing your health records is available at [www.health.qld.gov.au/system-governance/records-privacy/health-personal/default.asp](http://www.health.qld.gov.au/system-governance/records-privacy/health-personal/default.asp)

## Administrative access to Queensland Ambulance Service patient records

Queensland Ambulance Service, have an access arrangement in place to request access to patient records. These records are known as an electronic Ambulance Report Form (eARF).

To apply for access to your patient record, your request can be emailed to [gaspatientrecords@ambulance.qld.gov.au](mailto:gaspatientrecords@ambulance.qld.gov.au) or by phoning (07) 3635 3371.

Alternatively, requests can be submitted via fax on (07) 3109 7701 or posted to:

Queensland Ambulance Service  
Information Support Unit  
GPO Box 1425  
BRISBANE QLD 4001

In order to establish your identity as the applicant, you will need to provide Queensland Ambulance Service with certified evidence of your identification, and a signed authority (if relevant). A **fee** to cover the cost of this service is payable.

For further information, visit [www.ambulance.qld.gov.au/records.html](http://www.ambulance.qld.gov.au/records.html).

## Administrative access to personnel records

### Current employees

If you are a current employee of the MNHHS, under Part 3 of the Public Service Regulation 2008, you are entitled to access your own employee record by writing to the MNHHS Human Resources department via e-mail at [Metro North HR Services@health.qld.gov.au](mailto:Metro North HR Services@health.qld.gov.au) or by phoning (07) 3646 6180.

However, please note that in some instances, not all information can be provided through this administrative process and you may wish to make an access application under the IP Act or RTI Act.

For further information, visit [www.health.qld.gov.au/system-governance/contact-us/access-info/employee-records/default.asp](http://www.health.qld.gov.au/system-governance/contact-us/access-info/employee-records/default.asp)

## Former employees

The provisions referred to above may not necessarily apply once you have ceased to be an employee of the MNHHS.

If you are a former employee of the MNHHS (and not employed by another Queensland government agency) you can contact the MNHHS Human Resources Department via e-mail at [Metro North HR Services@health.qld.gov.au](mailto:Metro North HR Services@health.qld.gov.au) or by phoning (07) 3646 6180, as they may be prepared to exercise discretion to grant you access to the information you seek.

However, if you have moved to another Queensland government agency, and are employed under the *Public Service Act 2008* (Qld), the access provisions in the Public Service Regulation 2008 will still apply.

## Right to Information and Information Privacy Act (2009) applications

### How to make an application for access

Applications for access to information under the RTI Act or the IP Act must be made **in writing**.

Applications to the MNHHS may be lodged through the Queensland Government online facility or by completing the application form and submitting it via, post, e-mail or in person to:

#### **Metro North Hospital and Health Service:**

- Post: Information Access Unit, Royal Brisbane and Women's Hospital, Butterfield Street, HERSTON QLD 4029
- Phone: (07) 3646 8323
- Fax: (07) 3646 7605
- E-mail: [IAU-RBWH@health.qld.gov.au](mailto:IAU-RBWH@health.qld.gov.au)

#### **Caboolture and Kilcoy Hospitals:**

- In person: Counter Enquiries, Front Counter, Health Information Management Service, Ground Floor, Caboolture Hospital
- Post: Clinical Information Access, Caboolture Hospital, LMB No. 3, CABOOLTURE QLD 4510
- Phone: (07) 5433 8863
- Fax: + (07) 5433 8706
- Email: [CIA-Caboolture@health.qld.gov.au](mailto:CIA-Caboolture@health.qld.gov.au)

#### **Redcliffe Hospital:**

- In person: Counter Enquiries, Volunteers Desk (Front Desk), Ground Floor, Redcliffe Hospital
- Post: Clinical Information Access, Redcliffe Hospital, LMB No. 1, REDCLIFFE QLD 4020
- Phone: (07) 3883 7513
- Fax: (07) 3883 7906
- E-mail: [CIA-Redcliffe@health.qld.gov.au](mailto:CIA-Redcliffe@health.qld.gov.au)

#### **Royal Brisbane and Women's Hospital:**

- Post: Information Access Unit, Royal Brisbane and Women's Hospital, Butterfield Street, HERSTON QLD 4029
- Phone: (07) 3646 8323
- Fax: (07) 3646 7605
- E-mail: [IAU-RBWH@health.qld.gov.au](mailto:IAU-RBWH@health.qld.gov.au)

#### **The Prince Charles Hospital:**

- In person: Reception Counter, Medical Records Department, Lower Ground Floor, Main Acute Building (Bldg 1), The Prince Charles Hospital
- Post: Information Access Unit, The Prince Charles Hospital, Rode Road, CHERMSIDE QLD 4032
- Phone: (07) 3139 5634

- E-mail: [IAU-TPCH@health.qld.gov.au](mailto:IAU-TPCH@health.qld.gov.au)

Both the online lodgement facility and the application form are available at [www.smartservice.qld.gov.au/services/information-requests/home.action](http://www.smartservice.qld.gov.au/services/information-requests/home.action)

If you request access to any documents that do not contain your personal information (e.g. non-personal in nature, or about somebody else), then your application will need to be made under the RTI Act. There is an **application fee** payable and further **processing and access charges** may also be payable.

Applications requesting access only to documents that contain your personal information are made under the IP Act. There is **no application fee or processing charges**, however there may be access charges.

If you are seeking access to any documents that contain your personal information, either under the RTI Act or IP Act, then you will be required to provide evidence of your identity at the time of making your application or within 10 business days after lodgement.

Further information about the RTI Act and IP Act is available on the Queensland Office of the Information Commissioner's website at [www.oic.qld.gov.au](http://www.oic.qld.gov.au)

## How to make an amendment application

Before making a formal amendment application, you should contact the relevant area within the MNHHS as they may be able to amend your incorrect or out-of-date personal information without the need for a formal process (that is, an IP Act amendment application). The informal option will apply in many cases—for example, where you wish to update your current contact details. The department will assist you using reasonable, available and practicable informal options first.

However, if you wish to make a formal application to amend personal information under the IP Act, the application form can be downloaded and then submitted via post, fax, email or in person to the relevant Right to Information / Information Privacy Act contacts listed on page 7.

A copy of the amendment application form is available on the Queensland whole of government website at [www.rti.qld.gov.au](http://www.rti.qld.gov.au)

There are **no fees or charges for applications to amend personal information**.

## How can I seek information on Privacy

To discuss any privacy related queries, please contact a Privacy and Confidentiality Contact Officer:

### Caboolture and Kilcoy Hospitals:

- In person: Counter Enquiries, Front Counter, Health Information Management Service, Ground Floor, Caboolture Hospital
- Post: Privacy and Confidentiality Contact Officer, Caboolture Hospital, LMB No. 3, CABOOLTURE QLD 4510
- Phone: (07) 5433 8863
- Fax: (07) 5433 8706
- Email: [CIA-Caboolture@health.qld.gov.au](mailto:CIA-Caboolture@health.qld.gov.au)

### Redcliffe Hospital:

- In person: Counter Enquiries, Volunteers Desk (Front Desk), Ground Floor, Redcliffe Hospital
- Post: Privacy and Confidentiality Contact Officer, Redcliffe Hospital, LMB No. 1, REDCLIFFE QLD 4020
- Phone: (07) 3883 7295
- Fax: (07) 3883 7906
- E-mail: [CIA-Redcliffe@health.qld.gov.au](mailto:CIA-Redcliffe@health.qld.gov.au)

### Royal Brisbane and Women's Hospital:

- Post: Information Access Unit, Royal Brisbane and Women's Hospital, Butterfield Street, HERSTON QLD 4029
- Phone: (07) 3646 7423
- Fax: (07) 3646 7605

- E-mail: [IAU-RBWH@health.qld.gov.au](mailto:IAU-RBWH@health.qld.gov.au)

**The Prince Charles Hospital:**

- In person: Reception Counter, Medical Records Department, Lower Ground Floor, Main Acute Building (Bldg 1), The Prince Charles Hospital
- Post: Director Clinical Health Information Services, The Prince Charles Hospital, Rode Road, CHERMSIDE QLD 4032
- Phone: (07) 3139 4288
- Fax: (07) 3139 6658
- Email: [IAU-TPCH@health.qld.gov.au](mailto:IAU-TPCH@health.qld.gov.au)

Only MNHHSs employees who are appropriately authorised or delegated as decision makers can undertake duties and tasks associated with the RTI and IP legislation.

If your query relates specifically to another HHS facility, you will need to contact them directly. A list of Privacy and RTI contact officers is available at [www.health.qld.gov.au/system-governance/contact-us/access-info/privacy-contacts/default.asp](http://www.health.qld.gov.au/system-governance/contact-us/access-info/privacy-contacts/default.asp)

## How can I make a privacy complaint

Privacy complaints are dealt with in accordance with the MNHHSs complaints management process. Complainants are encouraged to direct their complaint to the Consumer Liaison Officer in the first instance for the:

**Caboolture and Kilcoy Hospitals:**

- Post: Consumer Liaison Officer, Caboolture Hospital, LMB No. 3, CABOOLTURE QLD 4510
- Phone: (07) 5433 8199
- Email: [CAB\\_CLO@health.qld.gov.au](mailto:CAB_CLO@health.qld.gov.au)

**Redcliffe Hospital:**

- Post: Consumer Liaison Officer, Redcliffe Hospital, LMB No. 1, REDCLIFFE QLD 4020
- Phone: (07) 3883 7043
- E-mail: [RED\\_CLO@health.qld.gov.au](mailto:RED_CLO@health.qld.gov.au)

**Royal Brisbane and Women's Hospital:**

- Post: Patient Liaison Service, Royal Brisbane and Women's Hospital, Butterfield Street, HERSTON QLD 4029
- Phone: (07) 3646 8216
- E-mail: [RBWH-Patient\\_Liaison\\_Service@health.qld.gov.au](mailto:RBWH-Patient_Liaison_Service@health.qld.gov.au)

**The Prince Charles Hospital:**

- Post: Consumer Liaison Officer, The Prince Charles Hospital, Rode Road, CHERMSIDE QLD 4032
- Phone: (07) 3139 5973
- Email: [TPCH\\_CLO@health.qld.gov.au](mailto:TPCH_CLO@health.qld.gov.au)

If you believe that the MNHHS has not dealt with your personal information in accordance with the privacy principles outlined in the IP Act, including the NPPs, you may lodge an information privacy complaint.

Information on how to lodge a privacy complaint is available at [www.health.qld.gov.au/system-governance/records-privacy/complaints/default.asp](http://www.health.qld.gov.au/system-governance/records-privacy/complaints/default.asp)

## Hospital and Health Boards Act (2011) applications

### How to make a Release of Information request for access

Under section 145 of the *HHBA* disclosure of confidential information is permitted if it is for care and treatment of a person. This legislation is referenced for the release of personal information to parties such as General Practitioners. Release of information requests are encouraged to be directed to the unit / ward if the patient is an inpatient or if the patient is no longer at the facility the Release of Information Officers are to be contacted in the first instance:



**Caboolture and Kilcoy Hospitals:**

- Phone: (07) 5433 5905
- Fax: (07) 5433 8706
- Email: [CIO-Caboolture@health.qld.gov.au](mailto:CIO-Caboolture@health.qld.gov.au)

**Redcliffe Hospital:**

- Phone: (07) 3883 7296
- Fax: (07) 3883 7906
- E-mail: [CIO-Redcliffe@health.qld.gov.au](mailto:CIO-Redcliffe@health.qld.gov.au)

**Royal Brisbane and Women's Hospital:**

- Phone: (07) 3646 8888
- Fax: (07) 3646 8099
- E-mail: [RBWH-ROI@health.qld.gov.au](mailto:RBWH-ROI@health.qld.gov.au)

**The Prince Charles Hospital:**

- Phone: (07) 3139 5631
- Fax: (07) 3139 4908
- E-mail: [TPCH-MRD-ROI@health.qld.gov.au](mailto:TPCH-MRD-ROI@health.qld.gov.au)

# Appendix 1

Quick guide to the national privacy principles (NPP's)

## NPP1: collection

The MNHHS collects only what is necessary for its functions or activities, and does so lawfully, fairly and without unnecessary intrusion. The MNHHS must collect personal information from the person it is about wherever possible, and take steps to notify a person about what information is being collected, why (including whether there is a lawful requirement to collect it) and what the department intends to do with it.

## NPP2: use and disclosure

Personal information may be used and disclosed in particular circumstances. If certain conditions are met, a person's consent to use and disclose their personal information is not always necessary. There are rules if the department intends to direct market to a person through use of their personal information.

## NPPs 3 and 4: information quality and security

The MNHHS must take steps to ensure the personal information held is accurate and up-to-date, and is kept secure from unauthorised access, use, modification, disclosure, destruction or loss.

## NPP5: openness

The MNHHS has a policy on how personal information is managed. It must be made available to anyone who asks for it.

## NPPs 6 and 7: access and correction

You have a general right of access to your own personal information. You also have a right to have such information corrected if it is inaccurate, incomplete or out-of-date.

## NPP8: anonymity

Wherever possible, the MNHHS allows a person to interact with the HHS anonymously if they wish to do so.

## NPP9: sensitive information

Sensitive information (which includes health information) is a subset of personal information and can only be collected in certain circumstances. The MNHHS must take reasonable steps to de-identify sensitive information before disclosing it.

# Appendix 2

## Types of personal information held by Metro North Hospital and Health Service

The MNHHS holds personal information of clients, patients, suppliers, business partners and employees, such as:

- name
- contact details
- date of birth
- signature
- photographs
- unique physical characteristics (e.g. tattoos, birthmarks)
- fingerprint or other 'biometrics'
- driver's licence number

- financial/bank details
- educational history
- unique identifying number
- medical/health/diagnostic information
- cultural background, relationship details and family circumstances
- details of office bearers in funded organisations (i.e. names)
- disability funding and service provision
- complaints and investigations
- personal information recorded by way of camera surveillance systems (CCTV)
- occupation and employment history
- criminal history
- recruitment information.

## Sensitive personal information

Examples of sensitive personal information that MNHHS may hold could include any of the following:

- race or ethnic origin
- political opinions
- membership of a political association
- religious beliefs or associations
- philosophical beliefs
- membership of a professional or trade association
- membership of a trade union
- sexual preferences or practices
- criminal records.
- health information

## Health information

Sensitive health information about a person which may be held by the MNHHS includes the following types of personal information:

- Details about a person's health at any time (e.g. that a person is 'off work sick today').
- A disability of a person at any time (e.g. short term disability following a stroke).
- A person's expressed wishes about future health services to be provided to them (e.g. a 'do not resuscitate' request).
- A health service that has been, is being, or will be provided to a person (e.g. patient treatment plan).
- Personal information collected about a person for the purpose of, or during the course of providing a health service (e.g. diagnostic tests).
- Personal information collected in connection with the donation, or intended donation, by the person of their body parts, organs or body substances (e.g. blood or urine samples).