



Metro North Health

Queensland Privacy Principles (QPP) Privacy Plan

Developed by: Privacy and Right to Information Unit, Department of Health
Adapted by: Metro North Information Access Committee



Metro North Health acknowledges the Traditional Custodians of the Land upon which we live, work and walk, and pay our respects to Elders both past and present.

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An electronic version of this document is available at [Information access and privacy | Metro North Health](#).

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Document sign off

The following officers have **approved** this document:

Name: Robert Graham

Position: Acting Chief Finance and Corporate Officer

Signature:

Date: 10 / 06 / 2025

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Purpose of the QPP Privacy Plan

Metro North Health 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 health services.

The *Information Privacy Act 2009* (Qld) (IP Act) regulates how Queensland government agencies, including Metro North Health must manage personal information, as defined by the IP Act.

Metro North Health is required to comply with the Queensland Privacy Principles (QPPs) outlined within the IP Act – refer to [Appendix 1](#). The QPPs includes 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 how we manage information with contracted service providers.

The QPP Privacy Plan is intended to outline:

- the types of personal information held by Metro North Health and for what purposes,
- how it collects, holds, uses and discloses personal information, and
- the specific obligations of Metro North Health when collecting and handling your personal information under the IP Act.

This QPP Privacy Plan supports the QPP Privacy Policy and provides more detail in how Metro North Health collects, uses and discloses personal information. The QPP Privacy Plan will be updated if and when our information handling practices change.

Our approach to handling information

- Metro North Health collects, holds, uses and discloses personal information to carry out its functions and activities. We ensure personal information and handling practices are transparent and documented in compliance with the QPPs set out in [Appendix 1](#).
- How we handle information includes meeting our confidentiality obligations under the *Hospital and Health Boards Act 2011* (Qld), and other laws that relate to managing information.

Information about you

The types of information about you may be described by three categories of information.

Personal information

The IP Act defines ‘personal information’ as:

...information or an opinion about an identified individual or an individual who is reasonably identifiable from the information or opinion—

(a) whether the information or opinion is true or not; and

(b) whether the information or opinion is recorded in a material form or not.

Personal information is therefore any information or opinion about an identified individual or where an individual can be reasonably identified from the information. The IP Act only applies to a living person but will include personal information of patients, staff, members of the public, contractors and volunteers.

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.

Sensitive information

Sensitive personal information is a subset of personal information and includes health information as well as racial or ethnic origin, political opinions, membership of a political association, religious beliefs or affiliations, philosophical beliefs, membership of a professional or trade association, membership of a trade union, sexual orientation or practices, criminal record, genetic information that is not otherwise health information, biometric information for automated biometric verification or biometric identification or biometric templates.

Confidential information

Confidential information generally relates to a person who is receiving or who has received a public health service. Confidential information includes information about the care and treatment received as a patient of Metro North Health. Unlike personal information, confidential information can be about an individual who is either living or deceased.

The *Hospital and Health Boards Act 2011* (Qld) defines confidential information to include:

'...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 Metro North Health.

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

Why we collect personal information

Metro North Health collects personal information so that it can perform its functions and activities. Some of the reasons why personal information is collected includes to:

- provide health and well-being services
- ensure appropriate treatment and follow-up care
- decide on applications for services or benefits
- communicate with you and receive your feedback
- conduct research to improve patient outcomes
- conduct research about health through the giving information to research (GIFTR) initiative
- conduct quality assurance activities to improve healthcare practices
- conduct community wellbeing and other research through online surveys
- make payments to, and generally manage employment of, Metro North Health staff
- process requests to access or correct information
- process requests to access other information held by Metro North Health
- investigate privacy complaints
- to conduct website analytics

What we collect

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 Metro North Health. The information below describes the types of information we may collect from our community and our employees.

Our Website Visitors

- Correspondence and feedback
- Website analytics data—see our Website Privacy Statement (<https://metronorth.health.qld.gov.au/privacy#1>)

Our Community

- Name
- Contact details
- Date of birth
- Signature
- Photographs that capture your image or other personal information
- Unique identifying number (such as your Medicare number)
- Medical, health, diagnostic and treatment information
- Cultural background, relationship status and family circumstances
- Test results, x-rays and scans
- Sexual health information
- Correspondence and feedback
- Complaint information
- Details of access and correction requests

Our employees/prospective employees/contractors

- Name
- Contact details
- Signature
- Photographs that capture your image or other personal information
- Financial or bank details
- Educational history
- Cultural background, relationship status and family circumstances
- Details of office bearers in funded organisations (such as officer name)
- Correspondence and feedback
- Complaint information
- Details of access and correction requests
- Occupation and employment history

- Criminal history
- Recruitment information
- Health information relevant to your employment

Our systems

Some of our systems are local to a particular hospital, operate across Metro North Health or are part of a Statewide system. Who manages the functional and security aspects of the system will depend on the data custodian for the system. In most cases, where you attended for the service will be where the information is provided however sometimes visiting services will use their own records.

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/0021/152508/qh-asset-reg-2012.pdf

Statewide electronic systems for patient care and treatment

Some of our clinical systems operate across Queensland for the purposes of providing you with the best care possible when you attend a public hospital. These systems may include:

- The Viewer which is available to all public hospitals in Queensland and may include pathology, medical imaging, discharge summaries and other information depending on the hospital. A form of The Viewer called the Health Provider Portal is available to general practitioners and other health care providers who register to use the system. As the name suggests, this system is for viewing information only and sources the information from the original electronic systems.
- Consumer Integrated Mental Health and Addiction application (CIMHA) is the patient record application used across the Mental Health Service and Alcohol and Drug Service.
- Pathology, medical imaging and other clinical investigation systems used to record the results of a patient's clinical investigations.

This is not an exhaustive list of the systems used within Metro North Health. In most cases the information contained within these systems will be consolidated into the health record at the hospital or service where you are receiving treatment.

Integrated electronic Medical Record (ieMR)

Some services within Metro North Health have transitioned from a paper-based medical record to the ieMR; others use a hybrid model where information is recorded on paper records and then scanned to the ieMR. The ieMR assists health service staff to make notes about your care and see other information that is relevant to your treatment.

MyHealthRecord

If you have a Commonwealth MyHealthRecord and you have not told us you do not wish to have your information uploaded, some of your information may be sent to the MyHealthRecord. This information is limited to pathology, medical imaging and formal discharge summaries. When results are uploaded there is a delay of 7 days until you can view the information. Information is unable to be uploaded retrospectively so if something goes wrong in the upload process, the information will not be loaded to your MyHealthRecord.

The MyHealthRecord is a Commonwealth government initiative. Metro North Health has no ability to manage information on this system. Access is managed by you. If you have any questions, please contact the Australian Digital Health Agency – [My Health Record \(digitalhealth.gov.au\)](https://digitalhealth.gov.au).

Administrative records

Other records may be held about you that do not form part of your health record. For example, records about clinical or security incidents, or complaint documents are not considered part of your medical record.

Employee records

Information about your employment with Metro North Health may be held in the MyHR payroll system or in training record systems. Your personal information may be held by your line manager in relation to a particular position.

CCTV

Some Metro North Health locations are equipped with Closed Circuit Television (CCTV) cameras. These are used to monitor safety and accessibility, as well as to deter (and capture evidence of) unlawful behaviour.

The CCTV cameras are generally controlled by the relevant facility and footage from the cameras is in most cases stored for 30 days before it is destroyed.

Secure check-in

Some Metro North Health offices have a secure check-in facility for visitors, patients, consultants and contractors attending our premises. This check-in may consist of an electronic or paper-based system and collects personal information, such as name and mobile phone number.

When we collect personal information

Where possible personal information will be collected directly from the individual to whom it relates. Sometimes this will not be possible and we may request the information from someone else, such as your general practitioner or a relative in an emergency situation.

We also collect personal information when you:

- visit our website
- take part in a survey for Metro North Health
- communicate with us or provide feedback to us
- visit one of our health care facilities
- fill in a form (including online and paper forms)
- apply for a job with us
- ask us a question or make a complaint
- request access or amendment of your personal information

Unsolicited personal information

Sometimes, we may be sent or given information that we did not request. When this happens, we will consider whether it is information that we could have collected and whether it is a public record under the *Public Records Act 2023*.

If we determine that the information could have been collected, we will continue to manage the personal information in accordance with the QPPs.

If we determine that the information could not have been collected and it is NOT a public record, then the information will be destroyed or de-identified.

How personal information is managed

Metro North Health is committed to ensuring all personal information is managed in accordance with the QPPs, and also in compliance with the [Information and Cyber Security Policy \(IS18\)](#) and the [Queensland Government Information Security Classification Framework](#).

Quality

Metro North Health 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. Find out more about [amending your personal information](#).

Security

Metro North Health 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.

Microsoft 365

Microsoft 365 is a set of cloud-based productivity tools and integrated cloud services. Microsoft 365's commonly used featured platforms for collaborative work include (but not limited to):

- Microsoft Teams—a collaboration and video conferencing platform that acts as a central hub for workplace communications via text chat, voice call, video call, calendar, notes, documents, and apps (including, from time to time, recording and capture of video and voice calls). Refer to the [Queensland Health privacy notice: Use of Microsoft for meetings and recordings](#).
- SharePoint—a cloud-based content collaboration and management platform where files can be shared and stored.
- OneDrive—a personal cloud-based storage service. These platforms are integrated and provide Metro North Health with different avenues for sharing, organising and storing information.

Queensland Health uses these platforms in a manner consistent with our responsibilities and obligations under the IP Act, *Right to Information Act 2009* (Qld) and *Public Records Act 2023*; and the [Queensland Government Customer and Digital Group Collaboration platform \(Microsoft Teams\) guideline](#).

Microsoft may collect your personal information as a result of using Microsoft 365 services and applications. [Microsoft's privacy statement](#) explains the personal data Microsoft processes, how Microsoft processes it, and for what purposes.

Contracted service providers

Metro North Health must ensure personal information is safeguarded when disclosed to third parties in connection with the provision of a service. Where Metro North Health is contracting with a service provider, and as part of the service arrangement there will be an exchange of personal information, Metro North Health 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.

Storage

Metro North Health stores personal information that we collect in both electronic and analogue formats; that is, we use paper-based and electronic storage systems. The privacy rules apply, irrespective of how we store personal information.

For electronically held and managed personal information, we use Australian data centres and back-up systems wherever possible. Where personal information must be stored in an overseas location, we take care to ensure that privacy and security controls are in place (e.g. through strict contractual requirements and avoiding storage locations where privacy rules appear insufficient).

Retention

Queensland Health will generally keep your personal information for the minimum period of time as required in a retention and disposal schedule approved by the Queensland State Archivist. The minimum retention period varies between classes of records according to the purpose and use of the records.

Once the minimum retention period has been met, records (including any personal information associated with the records) may be securely destroyed or deidentified using disposal methods appropriate for the type of format and security classification of the records. In some cases, Metro North Health information is contained in statewide systems and the Department of Health will need to be involved in the de-identification or destruction of the personal information no longer needed for its initial purpose.

The following retention and disposal schedules document the minimum retention periods for records maintained by Metro North Health:

- [General Retention and Disposal Schedule \(PDF, 1.8MB\)](#)
- [Health Sector \(Corporate Records\) Retention and Disposal Schedule \(PDF, 693KB\)](#)
- [Health Sector \(Clinical Records\) Retention and Disposal Schedule \(PDF, 440KB\)](#)

Social media

Queensland Health maintains a number of social media accounts for the purpose of pushing out information about:

- our services
- health and wellbeing, generally
- important health alerts

Please be aware that personal information given to us or posted on any social media site becomes captured by that social media platform's privacy policy. You may instead choose to [contact us directly](#).

Legislative obligations under the Hospital and Health Boards Act 2011

Under Part 7 of the *Hospital and Health Boards Act 2011*, Metro North Health staff are prohibited from disclosing 'confidential information', as defined by that legislation, except in the limited circumstances outlined in the legislation.

'Confidential information' under the *Hospital and Health Boards Act 2011* 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 identifiable. Similarly, the *Hospital and Health Boards Act 2011* 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 identifiable, then the information will not be subject to the IP Act or the *Hospital and Health Boards Act 2011*.

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, Metro North Health continuously reviews 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.

How your personal information is shared

What does use and disclosure mean?

USE refers to where personal information is:

- manipulated, searched or otherwise dealt with,
- taken into account in making a decision,
- transferred to another part of Metro North Health.

DISCLOSURE refers to making personal information available:

- to people outside of Metro North Health who don't already know the personal information,
- where Metro North Health will no longer control the future use of that information,
- by the personal information being published.

Under the *Hospital and Health Boards Act 2011*, disclosure also includes the disclosure of [confidential information](#) 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

Metro North Health 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.
- Some of the circumstances where we may use or disclose information include:
 - 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
- order or subpoena in relation to a court or legal matter
- providing access to the Red Cross for blood tracing tissue and products

Prior to information being released for research involving patient data, all research projects must undergo ethics approval and be authorised by the Chief Executive or delegate before it can be commenced.

Any information disclosed in any of the above circumstances will be limited to only that which is necessary.

Transferring personal information outside of Australia

Metro North Health 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
- Metro North Health 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 Metro North Health
 - the transfer is for your benefit
 - reasonable steps have been taken by Metro North Health to ensure the information is protected

An instance where Metro North Health 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).

Where to find more information about the privacy of your personal information?

If you have any questions about how Metro North Health protects your privacy or manages your information, please contact a Privacy and Confidentiality Contact Officer at the facility you are attending or working at.

Detailed information on how to contact a Privacy and Confidentiality Contact Officer is available on our [Information access and privacy \(https://metronorth.health.qld.gov.au/about-us/information-access-privacy\)](https://metronorth.health.qld.gov.au/about-us/information-access-privacy) page.

If your enquiry relates to a facility outside of Metro North Health, please contact them directly. A list of Privacy and Confidentiality Contact Officers is available at: <https://www.health.qld.gov.au/system-governance/contact-us/access-info/privacy-contacts>.

How to make a privacy complaint?

Privacy complaints are dealt with in accordance with the Metro North Health complaints management process.

Complainants are encouraged to direct their complaint to the Consumer Liaison Officer at the facility where the privacy complaint originated. For example, if you believe that your information has been inappropriately disclosed by Caboolture Hospital, direct your complaint to the Consumer Liaison Officer for Caboolture Hospital.

Caboolture Hospital, Caboolture Satellite Health Centre, Bribie Island Satellite Health Centre or Kilcoy Hospital

Post: Consumer Liaison Officer, Caboolture Hospital, LMB No. 3, Caboolture QLD 4510

Phone: (07) 5433 8888

Email: CABH_Feedback@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

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-PLS@health.qld.gov.au

Surgical, Treatment and Rehabilitation Service

Post: Patient Experience Officer, Surgical, Treatment and Rehabilitation Service, 296 Herston Road, Herston QLD 4029

Phone: (07) 3647 6976

Email: STARS_PatientExperience@health.qld.gov.au

The Prince Charles Hospital and Kallangur Satellite Health Centre

Post: Consumer Liaison Officer, The Prince Charles Hospital, Rode Road, Chermside QLD 4032

Phone: (07) 3139 4479

Email: TPCH_CLO@health.qld.gov.au

Community and Oral Health

Phone: 0436 841 603

Email: COH-CLO@health.qld.gov.au

What if there is no response to the complaint or the outcome of the complaint is not sufficient?

Metro North Health has a period of 45 business days to finalise your privacy complaint. Sometimes we may not be able to complete investigations into your complaint within this timeframe and may ask you for more time.

You don't have to agree to our request for more time and at the end of the 45-business day period, may choose to make a privacy complaint directly to Queensland's privacy regulator, the Office of the Information Commissioner. Once Metro North Health receives notice that you have made your complaint to the Information Commissioner we will communicate with the relevant review officer about your complaint.

The process for making a complaint to the Office of the Information Commissioner is detailed on their website: <https://www.oic.qld.gov.au/about/privacy/make-a-privacy-complaint-2>

How to access or amend your 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 method of seeking access) or making a formal access application under the provisions of the *Right to Information Act 2009* (Qld) (RTI Act).

If the scope of your application includes administrative documents such as incident reports, system access reports or complaint documents, your application will need to be processed under the RTI Act.

Applying for access under the Administrative Access to Health Records Procedure is optional and does not affect your ability to apply under the RTI Act. Formal access or amendment applications must be made and processed in accordance with the relevant legislation.

Administrative access to your health records

If you are seeking information solely relating to your health record, you may apply under the Metro North Administrative Access to Health Records Procedure. This procedure is for documents containing your personal information about the care or treatment you have received.

Sometimes we may not be able to release the documents in full. For example, the documents may contain information subject to confidentiality provisions, is about other individuals or is protected by other legislation. If this applies to your application, we will need to process your application under the RTI Act.

For more information on how to apply for your health records or to access the application form, please refer to our [Accessing your health record \(https://metronorth.health.qld.gov.au/about-us/information-access-privacy/accessing-health-records\)](https://metronorth.health.qld.gov.au/about-us/information-access-privacy/accessing-health-records) page.

Administrative access to your personnel records (current and former employees)

Your personnel records (payroll) will generally transfer with you to any new public sector agency where you are employed. Other documents relating to your employment may form part of the agencies documents and will continue to be held where you were employed.

Current employees

If you are a current employee of Metro North Health or another Queensland government agency, Part 3 of the Public Sector Regulation 2023 allows you to inspect and access your own employee record by writing to the People and Culture Service via e-mail at MNAskHR@health.qld.gov.au or by phoning 1800 275 275.

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

Former employees

The provisions for current employees do not apply once you have ceased to be an employee of a Queensland government agency (including Metro North Health).

If you are a former employee, you may apply for access to your personal information under the RTI Act.

Access application under the *Right to Information Act 2009* (Qld)

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

There is no application fee to apply for access to your personal information however you may be required to pay access charges depending on the format of the documents released.

If you are seeking access to any documents that contain your personal information, you are required to provide evidence of your identity either at the time of making your application or within 10 business days after lodgement. Your application is not able to start until acceptable evidence of your identity is provided and your application is considered compliant.

If you request access to any documents that do not contain your personal information (e.g. non-personal in nature, or about somebody else), you will be required to pay an application fee. You may also be required to pay processing charges (if the time estimated to process your application is likely to exceed 5 hours) as well as access charges depending on the format of the documents released.

For more information on how to apply for your health records or to access the application form, please refer to our [Accessing your health record \(https://metronorth.health.qld.gov.au/about-us/information-access-privacy/accessing-health-records\)](https://metronorth.health.qld.gov.au/about-us/information-access-privacy/accessing-health-records) page or for general information on the RTI Act refer to the Queensland Office of the Information Commissioner's website at www.oic.qld.gov.au.

Amendment application under the *Right to Information Act 2009 (Qld)*

Before making a formal amendment application, you are encouraged to contact the relevant area within Metro North Health as they may be able to amend your incorrect or out-of-date personal information without the need for a formal application under the RTI Act. The informal option will apply in many cases—for example, where you wish to update your current contact details. Metro North Health will assist you using reasonable, available and practicable informal options first.

Where an informal amendment is not available, you may make a formal application to amend your personal information under the RTI Act. Applications must be made in writing and are required to include information about the specific documents that require amending, how the information is incorrect, out-of-date, misleading or inaccurate, and how you would like the documents amended.

Applications to apply for amendment may be lodged through the Queensland Government online facility, by completing the application form or writing a letter and submitting it via post, email or in person to one of the facilities listed above.

There are no fees or charges to apply for amendment of your personal information however please be aware that sometimes the amendment may be subject to limitations placed on the electronic systems in use within Metro North Health and the *Public Records Act 2023*.

Where do I apply?

Requests for information or amendment should be sent to the Information Access Unit of any of the Metro North Health facilities where you are seeking access or amendment. A list of health services and the acute facility that manages the applications is available in [Appendix 3](#). For example, if you are applying for Redcliffe, The Prince Charles Hospital and Caboolture Hospital records you can send your application to any of the three hospitals named in your application. If you are seeking access to all facilities within Metro North Health, you can choose to send your request to any of the Information Access Units.

The contact details for each of the Information Access Units are:

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

Caboolture Hospital or Kilcoy Hospital

In person: Counter Enquiries, Health Information Services Window, Ground Floor, Caboolture Hospital

Post: Information Access Unit, Caboolture Hospital, LMB No. 3, CABOOLTURE QLD 4510

Phone: (07) 5316 3943

Fax: (07) 5433 8706

Email: Cab-HIS-IAU@health.qld.gov.au

Redcliffe Hospital:

In person: Counter Enquiries, Volunteers Desk (Front Desk), Ground Floor, Redcliffe Hospital

Post: Information Access Unit, Redcliffe Hospital, LMB No. 1, REDCLIFFE QLD 4020

Phone: (07) 3883 7513

Fax: (07) 3883 7906

E-mail: IAU-Redcliffe@health.qld.gov.au

Royal Brisbane and Women's Hospital:

In person: Window Reception, Information Access Unit, Lower Ground Level, James Mayne Building, 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

Surgical, Treatment and Rehabilitation Service

Post: Information Access Unit, Surgical Treatment and Rehabilitation Services, 296 Herston Road, HERSTON QLD 4029

Phone: (07) 3647 6950

E-mail: STARS_IAU@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

A whole-of-government (Queensland) online application portal is also available at www.smartservice.qld.gov.au/services/information-requests/home.action. If you choose to submit your application online, your application will be forwarded to the Department of Health prior to transfer to the facilities you are seeking access to.

Your application will be forwarded to each hospital identified on your application and may be processed separately (with your agreement). This is because each hospital holds its own physical records and conducts searches relevant to their specific campus.

Information for your ongoing care and treatment

Under section 145 of the *Hospital and Health Boards Act 2011*, Metro North Health may disclose your confidential health information for your ongoing care and treatment. This legislation allows Metro North Health to release information requested by another hospital, health care provider or general practitioner for your ongoing care and treatment.

Some circumstances where we may release information include:

- where you have nominated a general practitioner and we send a discharge summary, letter or relevant results after your attendance
- where we receive a written request from a health care provider (with your consent)
- where we have transferred your care or referred you for ongoing care to another provider and they request additional information
- where we receive an urgent request from a hospital who is treating you

Sometimes, we may receive a written request from a specialist who does not have your consent, perhaps because you haven't seen them yet. In most cases, we will contact you by telephone to obtain your verbal consent before transferring the information to the recipient provider.

Appendix 1 – Queensland Privacy Principles

Quick guide to the Queensland Privacy Principles (QPPs)

QPP 1	Open and transparent management of personal information <ul style="list-style-type: none"> • Personal information is managed in an open and transparent way. • QPP Privacy Policy, clear, up-to-date and accessible. • Privacy practices and procedures are in place.
QPP 2	Anonymity and pseudonymity <ul style="list-style-type: none"> • Individuals have the option of not identifying themselves or to provide a pseudonym unless it is: <ul style="list-style-type: none"> ○ required or authorised under law; or ○ impracticable.
QPP 3	Collection of solicited personal information <ul style="list-style-type: none"> • Information is only collected where: <ul style="list-style-type: none"> ○ it is reasonably necessary for, or directly related to, one of our functions or activities; ○ it is collected lawfully and fairly; and ○ it is collected directly from the individual (unless an exception applies (e.g. consent, lawful authority/requirement and law enforcement), or it is unreasonable or impracticable to do so. • Higher standards apply to the collection of sensitive information. • If information is received that is unsolicited, the information must be assessed under QPP 4.
QPP 4	Dealing with unsolicited personal information <ul style="list-style-type: none"> • Unsolicited personal information must be assessed: <ul style="list-style-type: none"> ○ to determine whether the information could have been collected under QPP 3; and ○ whether it is a public record. • If the outcome is that it could not have been collected and it is NOT a public record, then it must be destroyed or de-identified. • If the outcome is that it could have been collected OR it is a public record, QPPs 5 – 7 and 10 – 13 will apply.
QPP 5	Notification of the collection of personal information <ul style="list-style-type: none"> • Reasonable steps must be taken to ensure individuals are aware of the matters listed in QPP5 including: <ul style="list-style-type: none"> ○ Agency contact details ○ The fact and circumstances of a collection (where collection was not from the individual) ○ The consequences if information is not collected • The notice provided does not have to be formal and can be communicated informally or verbally.

QPP 6	Use or disclosure of personal information <ul style="list-style-type: none"> • Personal information can only be used or disclosure for the reason it was collected unless QPP 6 allows it to be used for a secondary purpose. • Personal information may be used for a secondary purpose where: <ul style="list-style-type: none"> ○ the individual has provided to the use or disclosure ○ the individual would reasonably expect us to use or disclose the information for the secondary purpose ○ it is required or authorised by law or reasonably necessary for law enforcement activities ○ permitted general situations (schedule 4, part 1 of the IP Act) <ul style="list-style-type: none"> ▪ lessening or preventing a serious threat ▪ locating a missing person ○ permitted health situations (schedule 4, part 2 of the IP Act)
QPP 7 – 9	Not currently applicable to Metro North Health
QPP 10	Quality of personal information <ul style="list-style-type: none"> • Reasonable steps must be taken to ensure personal information: <ul style="list-style-type: none"> ○ collected, used or disclosed is accurate, up-to-date and complete ○ used or disclosed is relevant to the purpose of the use or disclosure.
QPP 11	Security of personal information <ul style="list-style-type: none"> • Reasonable steps must be taken to protect the personal held by us from: <ul style="list-style-type: none"> ○ misuse, interference or loss; and ○ unauthorised access, modification or disclosure. • Reasonable steps must be taken to destroy or deidentify personal information that is no longer needed for any purpose provided: <ul style="list-style-type: none"> ○ it is not a public record; or ○ not otherwise required to be retained under law or a court or tribunal order.
QPP 12	Access to personal information <ul style="list-style-type: none"> • Individuals may apply to access their personal information held by us, subject to limitations.
QPP 13	Correction of personal information <ul style="list-style-type: none"> ○ Individuals may apply to amend their personal information held by us, subject to limitations.

Appendix 2 – Types of personal information held by Metro North Health

Metro North Health holds personal information of clients, patients, suppliers, business partners and employees, such as:

Personal information

Examples of personal information that Metro North Health may hold could include any of the following:

- name
- contact details
- date of birth
- birth sex and gender
- 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 Metro North Health 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 (see below)

Health information

Sensitive health information about a person which may be held by Metro North Health 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)
- personal information relating to the medical / health / criminal history of other members of the patient's family or their friends and acquaintances

Appendix 3 – List of health services and where to send your application

Service or facility	Caboolture Hospital	Redcliffe Hospital	Royal Brisbane and Women's Hospital	The Prince Charles Hospital	Surgical, Treatment and Rehabilitation Service (STARS)
AIDS Medical Unit				X	
Alcohol and Drug Service (Biala City Community Health Centre)				X	
Aspley Community Health Centre		Attendances after November 2023		Attendances prior to November 2023	
Biala Sexual Health			X		
Brisbane Dental Hospital (archive only)			X		
Bribie Island Satellite Health Centre	X				
Brighton Health Campus Rehabilitation or Transition Care Services (Dolphin House)		X			
Caboolture Community Health Centre	Attendances prior to November 2023	Attendances after November 2023			
Caboolture Dental Clinic	Attendances prior to November 2023	Attendances after November 2023			

Service or facility	Caboolture Hospital	Redcliffe Hospital	Royal Brisbane and Women's Hospital	The Prince Charles Hospital	Surgical, Treatment and Rehabilitation Service (STARS)
Caboolture Hospital	X				
Caboolture Mental Health Service	X				
Caboolture Satellite Health Centre	X				
Chermside Community Health Centre		Attendances after November 2023		Attendances prior to November 2023	
Community Forensic Outreach Service			X		
Cooinda House		X			
Eventide (archive only)		X			
Fever Clinic (COVID)				X	
Gannet House				X	
Halwyn Centre		X			
Hotel Quarantine (COVID)				X	

Service or facility	Caboolture Hospital	Redcliffe Hospital	Royal Brisbane and Women's Hospital	The Prince Charles Hospital	Surgical, Treatment and Rehabilitation Service (STARS)
Jacana Acquired Brain Injury Rehabilitation Service (Bracken Ridge)				X	
Jacana Centre (Brighton Health Campus)				X	
Kallangur Satellite Health Centre				X	
Keperra Community Health Centre (archive only)				X	
Kilcoy Hospital	X				
Melaleuca Alcohol and Drugs Service				X	
Metro North Health (organisational documents, e.g. reports, minutes, etc.)			X		
Metro North Health (clinical documents of more than one facility or service.)	X	X	X	X	X
North Lakes Health Precinct*	X	X	X	X	X
North West Community Health Centre		Attendances after November 2023		Attendances prior to November 2023	
Nundah Community Health Centre		Attendances after November 2023		Attendances prior to November 2023	

Service or facility	Caboolture Hospital	Redcliffe Hospital	Royal Brisbane and Women's Hospital	The Prince Charles Hospital	Surgical, Treatment and Rehabilitation Service (STARS)
Oral Health Centre		Attendances after November 2023	Attendances prior to November 2023		
Pine Rivers Community Health Centre		Attendances after November 2023		Attendances prior to November 2023	
Pine Rivers Dental Clinic		Attendances after November 2023		Attendances prior to November 2023	
Redcliffe and Caboolture Child and Youth Mental Health Services	X				
Redcliffe Community Health Centre		X			
Redcliffe Dental Clinic		X			
Redcliffe Hospital		X			
Redcliffe-Caboolture Mental Health Services	X	Mental Health Emergency attendances at Redcliffe Hospital only			
Royal Brisbane and Women's Hospital			X		
Royal Brisbane and Women's Hospital Mental Health Service			X		

Service or facility	Caboolture Hospital	Redcliffe Hospital	Royal Brisbane and Women's Hospital	The Prince Charles Hospital	Surgical, Treatment and Rehabilitation Service (STARS)
Sandgate Dental Clinic		Attendances after November 2023		Attendances prior to November 2023	
Sexual Health (Biala City Community Health Centre)			X		
Stafford Dental Clinic		Attendances after November 2023	Attendances prior to November 2023		
Surgical, Treatment and Rehabilitation Service					X
The Prince Charles Hospital				X	
The Prince Charles Hospital Mental Health Service				X	
Toowong Community Health Centre (archive only)				X	
Winston Noble Unit				X	
Woodford Prison Health	X				
Zillmere Interim Care		X			

*if admitted patient of the hospital

Appendix 4 – Definition of terms

Term	Definition	Source
personal information	<p><i>Personal information means information or an opinion about an identified individual or an individual who is reasonably identifiable from the information or opinion—</i></p> <p><i>(a) whether the information or opinion is true or not; and</i></p> <p><i>(b) whether the information or opinion is recorded in a material form or not.</i></p>	<i>Information Privacy Act 2009 (Qld) s 12</i>
confidential information	<p><i>(a) 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; or</i></p> <p><i>(b) information accessed by a prescribed health professional under section 161C(2).</i></p>	<i>Hospital and Health Boards Act 2011 (Qld) s 139</i>
information management	The means by which an organisation plans, identifies, creates, receives, collects, organises, governs, secures, uses, controls, disseminates, exchanges, maintains, preserves and disposes of its information as well as any means through which the organisation ensures that the value of that information is identified and exploited to its fullest extent.	Metro North Health Information Management Principles
permitted general situation	<p>Permitted general situations include where it is unreasonable or impracticable to obtain the individuals consent and collection, use or disclosure is necessary for</p> <ul style="list-style-type: none"> • lessening or preventing a serious threat to the life, health or safety of an individual or to public health or safety • identifying that unlawful activity, or misconduct of a serious nature, has been, is being or may be engaged in • locating a missing person (subject to a guideline for permitted general situations) • the establishment, exercise or defence of a legal or equitable claim • the purposes of a confidential alternative dispute resolution process. 	<p><i>Information Privacy Act 2009, sch 4, pt 1</i></p> <p><i>Information Privacy Act 2009, ch 3, pt 2</i></p>

permitted health situation	<p>Permitted health situations will allow the collection of personal information where:</p> <ul style="list-style-type: none"> • it is necessary to provide a health service to the individual including sensitive information • it is necessary to conduct research, compile statistics or for the management, funding or monitoring of a health service • information is provided to a responsible person for the individual. 	<i>Information Privacy Act 2009</i> , sch 4, pt 2
sensitive information	<p>Personal information about the individual that includes any of the following—</p> <ul style="list-style-type: none"> • racial or ethnic origin; • political opinions; • political association; • religious beliefs or affiliations; • philosophical beliefs; • professional or trade association; • membership of a trade union; • sexual preferences or practices; • criminal record; or • health information about the individual; • genetic information about an individual that is not otherwise health information; • biometric information that is to be used for the purpose of automated biometric verification or biometric identification or • biometric templates. 	<i>Information Privacy Act 2009</i> , sch 5