



Queensland Country Care Navigation Pty Ltd

APP Privacy Policy

Our commitment

We value your trust in us as a client of Queensland Country Care Navigation. It is important for us to keep your personal information, including your health information, secure and confidential. To achieve this we are committed to complying with the requirements of the *Privacy Act 1988* and the *Australian Privacy Principles* (APPs) when we collect, hold and manage your personal information, that is, information that allows others to identify you.

The APPs provide a set of rules which govern how we collect, use, disclose and store personal information. The APPs also require us to have a clearly expressed and up-to-date APP privacy policy about our management of personal information.

Outline of our APP Privacy Policy

This APP Privacy Policy sets out how we manage your personal information. It sets out:

- the kinds of personal information we collect and hold
- how we collect and hold personal information
- the purposes for which we collect, hold, use and disclose personal information
- how clients can access the personal information we hold
- how clients can seek to correct the personal information we hold
- how clients can make a complaint about the way we have collected, held, used or disclosed their personal information
- whether we are likely to disclose a client's personal information to overseas recipients and if so, the countries to which disclosure is likely to be.

It also sets out your privacy rights - what you can do to have information corrected and what to do if you have a dispute with us about your privacy rights.

Personal information we collect and hold

We will collect:

- identification information | your name and date of birth

▪ contact information	your postal and email addresses, phone numbers, and emergency contact details
▪ government identifiers	Medicare Card number
▪ medical history and medication details	Past and present illnesses and conditions and medication details
▪ health insurance information	Information about your health insurance claims with Queensland Country Health Fund

Queensland Country Care Navigation will only collect personal information that is related to our providing, or arranging for others to provide, services and advice related to your agreed care plan.

How we collect personal information

We only collect personal information about you in the manner permitted by the Privacy Act.

We may collect your personal information from you in a number of different ways including in person, by phone, through our website or by email.

How we hold personal information

We hold your personal information in either electronic or paper files. As we have a commitment to ensure all personal information is held securely, we have in place security systems to protect information from unauthorised access. We also limit access to our authorised personnel and only as needed.

Where personal information is no longer needed for any of our functions or activities, we ensure that the information is destroyed securely or de-identified.

Why we collect, hold, use and disclose personal information

We collect and use personal information for a number of purposes, such as:

- performing the functions and activities related to our business including arranging for the provision of health related services and products on your behalf.
- managing our relationship with you including by contacting you about our products and services, news or community events which we think may be of interest to you.
- conducting market or customer satisfaction research.

We also collect and hold personal information as otherwise required by law.

We will notify you of the main reason for collecting your personal information at the time of collection.

In providing services to you, it may be necessary for us to disclose personal information to other organisations. We only disclose personal information to the extent necessary and to the extent required by law. The types of organisations that we can disclose personal information to are:

- hospitals, medical and ancillary service providers
- professional advisors
- regulatory bodies
- contractors for mail outs, market research or direct marketing
- affiliated product and service suppliers to provide information to you about their services and products, such as **Queensland Country Health Fund Ltd**, of which Queensland Country Care Navigation Pty Ltd is a wholly owned subsidiary, and **Queensland Country Credit Union Limited** (also a related entity)
- Australian Health Service Alliance ('AHSA')
- Australian Regional Health Group (ARHG')
- other external service providers who Queensland Country Care Navigation engage from time to time to assist it to carry out, or advise on, its functions and activities
- our internal and external auditors.

We will also disclose personal information to law enforcement and government agencies as required by law.

Disclosure to Overseas recipients

We do not disclose any personal information to overseas recipients.

How you can Access and/or correct your Personal Information

You can request access to your personal information at any time. If the information we hold is incorrect, you can request us to correct it.

You can make a request by contacting us or by email, telephone or online. Contact details can be found at [carenavigation.com.au].

We currently do not charge any fees for giving clients access to their personal information. We may however charge a fee for the reasonable cost of providing photocopies of documents requested by you.

Making a complaint



We offer an internal complaint resolution scheme which any customer can access at any time without charge. You can make a privacy complaint in the following ways:

- by calling us on 1300 848 034
- by email to carenavigation@qccu.com.au
- our website at www.carenavigation.com.au
- in writing to:

Privacy Officer
Queensland Country Care Navigation Pty Ltd
PO Box 42
Aitkenvale Qld 4814

We will endeavour to promptly respond to your questions, concerns or complaints. We will also endeavour to resolve any concerns or complaints which you may have to your satisfaction. However, if you are unhappy with our response, you can complain to the Office of the Australian Information Privacy Commissioner (www.oaic.gov.au) or the Australian Health Practitioner Regulation Agency (www.ahpra.gov.au.)

1 January 2016