

Privacy Plan

Children's Health Queensland Hospital and Health Service (CHQHHS) collects and manages personal information to provide health and well-being services to children and young people from across Queensland and northern New South Wales. We also collect personal information to administer our other functions, such as employee management, health sector research and education.

We are committed to handling your personal information with care, and in accordance with privacy law.

We apply the Queensland *Information Privacy Act 2009* that includes health-specific privacy principles (known as the 'NNPs'). The NNPs guide how we collect and manage personal information, including health information.

The *Human Rights Act 2019* (Qld) requires proper consideration to be given to human rights factors where Children's Health Queensland is contemplating a decision that may affect or limit a human right. The Privacy Policy supports compliance with the *Human Rights Act 2019* (Qld) by facilitating the proper handling and security of personal information and in this way contributing to protection of the human right of privacy and reputation.

This privacy policy details how we manage personal information at Children's Health Queensland.

About Children's Health Queensland Hospital and Health Service

Children's Health Queensland is a specialist state-wide hospital and health service dedicated to caring for children and young people from across Queensland and northern New South Wales.

We are committed to collaborating with all of our healthcare partners, most importantly families, to ensure we consistently deliver safe, high-quality patient and family-centred care.

A recognised leader in paediatric healthcare, education and research, Children's Health Queensland delivers a full range of clinical services, tertiary level care and health promotion programs

Children's Health Queensland provides services from key locations in the Brisbane metropolitan area, and works with the 15 other hospital and health services, as well as NGOs and charity partners in Queensland to deliver an integrated network of healthcare services and support across the state.

Information about you

At CHQHHS we describe information about you using three terms – personal information, sensitive information and confidential information. This is because the laws that apply use these terms.

This is what the terms mean:

Personal information

Personal information is defined by the *Information Privacy Act 2009*. Put simply, it is information that identifies a living person (or could lead to them being identified).

Sensitive information

Sensitive information is a subset of personal information. Sensitive information includes **health**

information and other information such as race, ethnicity, religious beliefs, sexual preferences or practices and criminal records. We take additional care in our collection and handling of sensitive information.

Confidential information

Confidential information is information about a person who is receiving or has received a public health service. Confidential information includes care and treatment information. Unlike personal information, which is only about a living person, confidential information can be about a living or deceased person.

Queensland laws set out requirements for how we handle confidential information. These laws include:

- Part 7 of the *Hospital and Health Boards Act 2011*
- *Public Health Act 2005*
- *Mental Health Act 2016*

To keep things simple, we use the term **personal information** in this Privacy Policy.

What personal information do we collect?

Personal information we collect depends on the service or function we need it for. We take care to ask you only for what is necessary. Some examples of the personal information we collect are:

Website visitors

- Correspondence and feedback
- Website analytics data. See our [Website](#) Privacy Statement

The 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 treatment, health, diagnostic and treatment information
- Test results, x-rays and scans
- Sexual health information
- Correspondence and feedback
- Complaint information
- Details of access and correction requests

Employees / prospective employees / contractors / students / volunteers

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

You can also visit the CHQHHS Information Asset Register for more information about the types of personal information collected and held by Children's Health Queensland.

When do we collect personal information?

We may collect personal information directly from you or from someone else, such as your local or a relative in an emergency situation.

We collect information when you:

- Visit our website (www.children.health.qld.gov.au)
- Take part in our surveys
- Communicate with us or provide us with feedback
- Visit a health care facility
- 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 to, or correction of, your personal information

When we ask you for your personal information, we will provide you with a notice to explain what personal information we need and why. This is called a 'Privacy Notice'. We may provide you with a written or spoken Privacy Notice. For example, when you fill out a form that asked for your personal information, it will contain a Privacy Notice that explains why we need your information.

Why do we collect personal information?

We collect personal information to provide health and wellbeing services and to fulfil our other functions.

Specifically, we collect personal information to:

<p>Provide you with health and wellbeing services</p>	<p>We may use your personal information to provide you with our services to improve your health and wellbeing</p>
<p>Ensure you receive appropriate treatment and follow up care</p>	<p>We may use your personal information to provide you with treatment and follow-up care that is appropriate for your needs</p>
<p>Decide on applications for services or benefits</p>	<p>We may use your personal information to make decisions about your applications for our services or benefits.</p>
<p>Communicate with you and receive your feedback</p>	<p>When you communicate with <u>us via our website</u> (www.children.health.qld.gov.au), your correspondence is treated as a public record. We keep your correspondence for as long as required by the <i>Public Records Act 2002</i> (Qld) and other relevant laws. Your personal information included in the communication will never be shared with others without your permission or if required by law.</p> <p>Children’s Health Queensland does not reply to all communication received via our website. Communication may be forwarded to relevant areas within our Hospital and Health Service.</p>
<p>Conduct research to improve healthcare practices and outcomes for children and young people</p>	<p>We may use personal information for research to help us find new ways to prevent, diagnose, treat or manage childhood diseases and conditions. All research must meet ethical requirements and comply with relevant legislation, regulations, guidelines and codes.</p>
<p>Conduct community wellbeing and other research through online surveys</p>	<p>We may ask you to take part in our online surveys that appear on our website. The surveys, for example, may be related to health issues affecting children such as the COVID-19 (coronavirus) pandemic.</p> <p>If you would like to participate you may be asked to agree to certain Terms and conditions about the use and/or disclosure of you or your child’s personal information.</p> <p>Some surveys are conducted using online platforms provided by external service providers. These providers may store information outside of Australia.</p>
<p>Make payments to, and generally manage employment of, Children’s Health Queensland staff</p>	<p>If you are a CHQHHS staff member, we will use your personal information to manage your employment and make payments to you.</p>
<p>Process requests to access or correct personal information</p>	<p>Children’s Health Queensland may use your personal information to process your request to access or correct your personal information.</p>

	<p>We provide more information on how you can request access to, or correction of, your personal information here.</p>
<p>Process requests to access other CHQHHS information</p>	<p>We may use your information to process requests to access other Children’s Health Queensland information.</p> <p>To find out more, you can visit our Right to Information request page.</p>
<p>Investigate privacy complaints</p>	<p>We may use your personal information to investigate your privacy enquiry or complaint, and to communicate with you about your enquiry or complaint.</p> <p>We set out further information here about how to make a privacy enquiry or complaint with us.</p>
<p>To conduct website analytics</p>	<p>When you visit our website (www.children.health.qld.gov.au), we may make a record of your visit and log the following information for statistical purposes only:</p> <ul style="list-style-type: none"> • Server address • Top level domain name (e.g. .gov) • Date and time of your visit to the site • Pages visited and documents downloaded • Previous sites visited • Browser type <p>No attempt is or will be made to identify users or their browsing activities except, in the unlikely event of an investigation, where a law enforcement agency may exercise a warrant to inspect activity logs.</p> <p>Children’s Health Queensland uses Google Analytics to gather statistics about how the website is accessed. Google Analytics uses cookies to gather information for the purposes of statistical reporting. Cookies are text files that a website can transfer to your computer when you access information on that site. The cookies do not collect information that can directly identify you.</p> <p>This information is used to refine and improve the CHQ online service delivery and in turn the community’s online experience.</p> <p>You can read more about how Google uses data. You can choose not to allow Google to collect your information by opting out of Google Analytics.</p>

Children’s Health Queensland will only use your personal information for the purpose(s) that it was collected for unless we have a lawful requirement to use it for another purpose.

Some circumstances where we may be lawfully required or authorised to use or disclose your personal information for another purpose, may include:

- Undertaking activities that help us monitor and improve the way we operate
- Providing professional supervision or mentoring staff
- Helping us with management, funding, monitoring, planning and evaluation and accreditation activities (including through the use of surveys)
- Enabling us to code and de-identify records
- Addressing liability indemnity arrangements and defending legal proceedings. This may require giving information to a medical expert (for medico-legal opinion), insurer, medical defence organisation or lawyer
- Debt recovery in relation to services received

How do we share personal information?

There may be times when we share your personal information. When we share your information. We do so in accordance with privacy law and Part 7 of the *Hospital and Health Boards Act 2011* (Qld). We may share your personal information with:

- Your local doctor, or with a healthcare service e.g., we release your personal information (including health information) to facilitate treatment.
- Your family, spouse, or guardian e.g., where you have nominated them for the purpose.

If you do not wish for us to share your information with a person or organisation, you can ask us not to share it.

Children's Health Queensland will not otherwise give your personal information to other government agencies, organisations or anyone else unless:

- we have your express permission, or
- there is a lawful ability or requirement for us to do so.

How is personal information managed?

Children's Health Queensland ensures the accuracy of the personal information we hold and keeps it secure through its lifecycle. In addition to the NPPs we also apply *Information Standard 18* of the *Queensland Government Information Security Classification Framework*. Our contracted service providers also observe strict personal information management requirements.

Accuracy

Before we use your personal information, we may check with you to make sure it is accurate, complete, and up to date. If you think we hold personal information about you that is inaccurate or out of date, please contact us. More information about correcting your personal information is set out [here](#).

Security

Children's Health Queensland securely handles and destroys personal information. To do this we have a range of information security practices that align with the Queensland Government information security standard. This includes, for example, only allowing certain staff to access your information, using a login and a password.

Protections of personal information from unauthorised access and disclosure is a priority for us. Any concerns about the security of your personal information held by Children's Health Queensland should be reported. You can contact our Privacy Officer via CHQ_HIA@health.qld.gov.au.

Microsoft 365

Microsoft 365 is a set of cloud-based productivity tools and integrated cloud services.

Microsoft 365's commonly used feature 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, calendar, notes, documents, and apps (including from time to time, recording and capture 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 file can be shared and stored
- **OneDrive** – a personal cloud-based storage service.

These platforms are integrated and provide Children's Health Queensland with different avenues for sharing, organising and storing information.

Children's Health Queensland uses these platforms in a manner consistent with our responsibilities and obligations under the *Information Privacy Act 2009* (Qld), *Right to Information Act 2009* (Qld) and *Public Records Act 2022* (Qld); and the Queensland Government Customer and Digital Group Collaboration platform (Microsoft Teams) [guideline](#).

Collection by Microsoft when using Microsoft 365

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 process, how Microsoft processes it, and for what purposes.

Service providers

Children's Health Queensland uses contracted service providers to provide particular services and functions of the Health Service. Some examples include:

- Electronic document management
- Cloud based storage
- Community surveys and feedback collation

To provide these services and functions, service providers may collect and use personal information on our behalf. Children's Health Queensland still controls and is responsible for the information.

Children's Health Queensland ensure that service providers meet our privacy and confidentiality requirements. We do this by entering into a contract or service agreement with them that includes privacy and confidentiality clauses.

Storage

Children's Health Queensland 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/Queensland data centres and back-up systems wherever possible. Where personal information must be stored in a n 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

Children's Health Queensland will 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) are securely destroyed using disposal methods appropriate for the type of format and security classification of the records.

The following retention and disposal schedules document the minimum retention periods for records maintained by Children's Health Queensland.

- [General Retention and Disposal Schedule](#)
- [Health Sector \(Corporate Records\) Retention and Disposal Schedule](#)
- [Health Sector \(Clinical Records\) Retention and Disposal Schedule](#)

Social media

Children's Health Queensland maintains a number of social media accounts for the purpose of promoting 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 using the details available on our [website](#).

For information regarding Children's Health Queensland social networking services, email CHQ_Comms@health.qld.gov.au

Monitoring of buildings

CCTV cameras

Some Children's Health Queensland 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 owned and controlled by Children's Health Queensland. The footage from the cameras is generally stored for 90 days before it is destroyed.

If you would like to enquire about the CCTV cameras. Or you would like access to the footage you can contact the security office on telephone 07 3068 3300.

Secure check-in

Some Children's Health Queensland buildings have a secure check-in facility for visitors, consultants and contractors attending our premises. This electronic/analogue check-in collects personal information, such as name and mobile phone number.

Secure check-in facilities are owned and controlled by Children's Health Queensland. Children's Health Queensland is responsible for the management of any personal information provided.

For more information about the secure check-in facilities you can contact the security office on telephone 07 3068 3300.

How to access or correct your personal information

You have the right to:

1. Access personal information we hold about you.
2. Correct your personal information, where you think that it is inaccurate, incomplete, or out-of-date.

If you would like to access or correct your personal information, we are generally able to do this for you. Please write to us, letting us know how we can contact you and:

- what information you would like access to, or
- what information you would like to correct.

Before we can give you access or correct your personal information, you will also need to verify your identity. This is to ensure that we don't give your personal information to anyone else.

We provide detailed information on how to access and correct your personal information, and how to access other Children's Health Queensland information on our [Right to Information page](#).

The page includes a [form](#) that you can download and complete. Please submit your completed form to:

Address: Manager
 Health Information Access
 Children's Health Queensland
 PO Box 3474
 SOUTH BRISBANE QLD 4104

Email: CHQ_HIA@health.qld.gov.au

Telephone: 07 3068 4842

There may be times where we may not hold the personal information that you request. If we do not hold your personal information, we will direct you to the right agency.

How to make a privacy complaint

If you have a question about the Children's Health Queensland Privacy Policy or a concern or complaint about how we handle personal information, please contact the Privacy Officer in one of the following ways:

Address: Privacy and Confidentiality Contact Officer
 Health Information Access
 Children's Health Queensland
 PO Box 3474
 SOUTH BRISBANE QLD 4104

Telephone: 07 3068 4842

Email: CHQ_HIA@health.qld.gov.au

More information about submitting a privacy complaint is available on our [Privacy Complaints page](#).

Additional information and resources

Information and resources for the community and Children's Health Queensland employees are available across a wide variety of privacy-related topics and can be accessed via the links below (note, some of these links will direct you to websites outside of Children's Health Queensland):

General privacy

- [About privacy in Queensland](#)
- [Information Privacy Act 2009](#)

Health-specific privacy

- [Health records and personal information](#), which overviews:
 - personal information collected in health records
 - protecting your information
 - accessing and correcting your own health records
 - accessing prison health records
 - sexual health records

Employee privacy

- Fact Sheet: [Information privacy for position applicants](#)