



8.2 Privacy and Confidentiality Policy

A. Introduction

1. Health Care Consumers' Association (HCCA) is committed to handling the personal information of our members, consumer representatives, staff, volunteers and members of the public with openness, transparency and accountability. HCCA respects the right of privacy and protects personal information of any individual making contact with the organisation for any purpose.

2. We are committed to protecting your personal information, and ensuring its privacy, accuracy and security. We will handle your personal information in a responsible manner in accordance with the Privacy Act 1988 (Act), the Privacy Amendment (Enhancing Privacy Protection) Act 2012 and the Australian Privacy Principles (APPs).

3. This policy applies to the collection, storage, use and disclosure of personal information collected through your interaction with HCCA.

4. By using any of our services, visiting our website or giving us your personal information, you agree to your information being collected, stored, used and disclosed as set out in this policy and as required under law.

B. Purpose

5. This Privacy Policy outlines how HCCA manages the personal information of staff, volunteers, members and consumer representatives and members of the public. It also describes the type of personal information held, for what purposes, and how that information is collected, held, used and disclosed.

C. Collection of Information

6. We collect the personal information necessary for us to provide you with the services you have requested from us, to provide you with information about the services that may be of interest to you, to improve the services we provide and to enable us to meet our legal and regulatory obligations.

7. According to the Privacy Act, personal information is any material that identifies or could reasonably identify an individual. Normally the personal information collected by HCCA may include an individual's:

- i. Name, title, address, gender
- ii. Telephone number
- iii. Email address
- iv. Bank details only when HCCA needs to reimburse members for any expenses authorised by HCCA.
- v. Photos or videos of people participating in HCCA events

D. Use of Information

8. Personal information will, generally, only be used for the primary purposes of:

- i. Responding to individual's queries
- ii. Processing HCCA membership forms
- iii. Reimbursement purposes
- iv. Distributing Consumer Bites
- v. Informing HCCA upcoming events
- vi. Contact details of consumer representatives endorsed by HCCA to sit on ACT Health committees will be given to the chairs of those committees
- vii. Performing general administration, reporting and management functions
- viii. Other purposes related to or in connection with our business, including meeting our legal and contractual obligations to third parties and for internal corporate governance purposes

E. Storage of Information

9. We take all reasonable steps to protect your personal information from misuse, interference, loss and unauthorised access, modification and disclosure. Such steps include: physical security over paper-based and electronic data storage and premises; computer and network security measures, including use of firewalls, password access and secure IT environments.

10. Information about individuals and organisations shall only be accessed by HCCA staff. Information about individuals or organisations obtained by HCCA staff in the performance of their duties shall be destroyed 6 months after it was last used, unless:

- i. The information relates to a complaint against HCCA, in which case it shall be retained for 3 years

- ii. The information relates to a legal matter where HCCA is, directly or indirectly, the complainant or respondent, in which case the information shall be retained for 7 years
- iii. The information relates to an application to become a consumer representative or other official representative of HCCA; for example attending a conference on behalf of HCCA, in which case it shall be retained for 3 months after the appointment or representation has been approved by the EC
- iv. The information relates to a staff member, in which case it shall be retained for as long as the person remains an employee of HCCA
- v. Information stored on, or retrieved from, the HCCA website will not be shared with any other organisation or individual
- vi. information relating staff employment as required by law

11. HCCA staff shall only obtain and retain information about a person or organisation that is relevant to that person's or organisations specific duties.

F. HCCA will disclose personal information:

- i. For the primary purpose for which it was collected, and
- ii. Where the individual would reasonably expect this, and
- iii. where the individual has consented

12. HCCA does not disclose personal information for any secondary purposes unless the individual's consent has been given or as required by law.
HCCA will not sell any personal information that it collects from an individual.

13. Permission must be obtained from the individual(s) concerned, before discussing or forwarding personal information to other organisations. For example, providing unsuccessful job applicant CVs to other organisations seeking employees in similar roles.

G. Protecting personal information

14. HCCA stores information in different ways, including in paper and electronic form.

15. HCCA takes reasonable steps to protect personal information from misuse and loss and unauthorised access, modification or disclosure. Some of the ways HCCA does this are:

- a. HCCA employees must adhere to privacy confidentiality requirements. Failure to do so will result in disciplinary actions
- b. Files are stored in lockable cabinets
- c. Systems have security measures to access
- d. Confidential discussions are held in private environments
- e. Only allowing access to personal information where the individual seeking access has satisfied HCCA identification requirements
- f. HCCA buildings have access control
- g. Electronic information is stored under a 'password protected' computer system
- h. Personal/confidential material relating to a person or organisation shall not be transmitted by insecure methods such as emails
- i. All written information about an individual or individuals, which is not already in the public domain, shall be destroyed by shredding or disposed of in a locked document 'security bin'
- j. All disk drives are cleared of data before disposal

H. Sensitive Information

16. HCCA will not collect information about an individual that reveals their racial or ethnic origin, political opinions, religious or philosophical beliefs or affiliations, membership of a professional or trade association, membership of a trade union, details of health, disability, sexual orientation, or criminal records without the consent of individuals.

I. Anonymity when dealing with HCCA

17. Individuals dealing with HCCA have the right not to identify themselves in relation to a particular matter where it is lawful and practicable to do so.

J. Accuracy and Correction of Personal information

18. HCCA tries to ensure information is accurate and up-to-date by updating its records whenever changes to information come to staff's attention. HCCA disregards information which seems likely to be inaccurate or out of date.

K. Dealing with Unsolicited Information

19. HCCA will ensure that all unsolicited information is destroyed immediately.

L. Using our Website

20. HCCA may record anonymous information such as IP address, time, date, referring URL, pages accessed and documents downloaded, type of browser and operating system. The HCCA website may contain links to or from other websites. HCCA is not responsible for the privacy practices of other websites. This privacy policy applies only to the information we collect on the HCCA website.

21. The personal information we collect through our website includes: names, e-mail addresses and phone numbers.

We only collect personal information by lawful and fair means. We usually collect personal information via the HCCA website when

- i. Using the Contact Us form
- ii. Signing up to receive our newsletter
- iii. Forms filled out by you when nominating to a committee vacancy or providing an update on your committee work

M. Google Analytics

22. When you browse through the HCCA website, we use Google Analytics software to gather and temporarily store a variety of information about your visit. However, this information cannot be used to identify you as an individual.

23. We do not associate any of the data we collect with you as an individual. Instead, we aggregate this data from all visits in order to improve our website and provide a better user experience to our visitors. The aggregate data is available only to HCCA web managers and other designated staff who require this information to perform their duties. You can review the [Google Analytics Privacy Policy \(link is external\)](#) for more information.

N. Access to Personal Information

24. HCCA acknowledges that individuals have the right to access their personal information the organisation may have collected from them. If an individual requires to access their personal information held by HCCA, they need to send a written request by email to adminofficer@hcca.org.au. HCCA will handle such requests in accordance with the Privacy Act.

L. Direct Marketing

25. HCCA may use individuals' personal information for the purpose of advertising HCCA events such as consumer representatives training, health issues groups, HCCA health forums and HCCA workshops. If people do not want to receive this

type of information they can contact us so staff can delete their contact details from HCCA distribution lists.

O. Information about Individuals:

26. As an organisation which does not usually engage in individual advocacy, HCCA does not normally retain documents or information about individuals. However, during the course of conversations with enquirers who wish to discuss personal circumstances, including health, HCCA may occasionally receive personal information, which it will retain securely until contact with the individual(s) concludes.

P. Consumer representatives: Communication with community members on general principles and issues

27. Asking consumer representatives to observe the confidentiality and privacy of information will not prevent participants from communicating with other community members on general principles and issues as they need. If the consumer representative is unsure it is important that they check and seek clarification from the chairperson of the committee that they are a part of.

Q. Case Studies:

28. HCCA may develop and publish case studies, write submissions and deliver presentations. In using personal stories in advocacy and training, HCCA staff shall:

- i. Obtain written permission from the person concerned to use their experience.
- ii. Make every effort to de-personalise the record of the experience.

29. In the event a person agrees to reveal their identity, HCCA staff shall make every attempt to ensure that the person's decision to reveal their identity is an informed one. The person will have sufficient time to make the decision; and will not be under pressure when making the decision. HCCA should also suggest the person discusses the decision with an appropriate third party, for example an advocate, family member or solicitor.

R. Whistle-blower protections

30. If HCCA is approached about fraudulent or negligent practice the Executive Director and the President will convene a meeting of the EC to decide on the organisation's response.

S. Complaints

31. If you have a complaint in relation to the collection, storage, use or disclosure of your personal information, please contact our Executive Director using the details

below. You will need to provide us with details of your complaint, as well as any supporting evidence and information. We will review and respond to all complaints received. If you are not satisfied with our response, you may discuss your concerns with or complain to the Australian Privacy Commissioner via www.oaic.gov.au.

32. We reserve the right to revise our Privacy and Confidentiality Policy or any part of it from time to time. Please review this Policy periodically for changes. Any revised policy will be placed on our website at www.hcca.org.au. Your continued use of our website, products or services, or the provision of further personal information to us after this Privacy Policy has been revised, constitutes your acceptance of the revised Privacy and Confidentiality Policy.

33. If you have any questions about this Privacy Policy, please contact HCCA's Executive Director by:

- i. Email to: darlenecox@hcca.org.au
- ii. Writing to: Executive Director, HCCA, 100 Maitland Street, Hackett, ACT 2602
- iii. Telephone: 02 6230 7800

T. Quality Assurance:

- i. HCCA activity meets obligations under the Privacy Act
- ii. Permission received, recorded
- iii. Information stored in appropriate manner
- iv. Information destroyed appropriately, recording the time and manner of destruction
- v. This policy shall be reviewed every 2 years, or earlier if required, for example following changes in legislation.
- vi. HCCA provides new employees with training on how to handle personal information appropriately and a copy of this policy is included in their induction package.

U. Relevant policies

- i. HCCA Data Breach Response Plan
- ii. HCCA It Security Policy

V. Relevant legislation

- i. Privacy Amendment (Enhancing Privacy Protection) Act 2012
- ii. Privacy Act 1988 (Act)