PRIVACY STATEMENT

Personal information collected by Quality Health Care is protected by the *Privacy Act 1988*. Personal information is any information that can be used to identify you and includes sensitive health information. QHC follows the Australian Privacy Principles contained in the Privacy Act in handling personal information from clients/carers, business partners, donors, members of the public and people associated with QHC.

The primary purpose for collecting personal information from you is to provide disability services and supports including planning, funding, monitoring and evaluating our services. The kind of personal information we collect will depend on your relationship with QHC. We usually collect personal information directly from you. However, we sometimes collect personal information from a third party such as your carer, trustee or authorised representative or from a publicly available source, but only if:

* you have consented to such collection or would reasonably expect us to collect your personal information in this way, or
* if it is necessary for a specific purpose.

We only collect personal information for purposes that are reasonably necessary for one or more of our functions or activities.

**Your personal information may be used to:**

* provide you with services and supports or goods
* provide you with educational information on disability care and awareness
* report to government or other funding bodies how the funding is used
* process your donation or purchase and provide receipts
* communicate with you about how your donation is used or about ALARA services, causes, events, services, which we believe may be of interest to you
* respond to your feedback or complaints
* answer your queries.

**It may also be used for:**

* any other purpose for which it was requested, and which was advised to you
* directly related purposes

Please be assured that wherever possible QHC uses information in a de-identified form. Personal information will not be disclosed to third parties without your permission, except where permitted or required under the Privacy Act.

We take steps to protect all personal, sensitive and health information and government related identifiers held by QHC against misuse, interference, loss, unauthorised access, modification and disclosure.

You can access the personal information that we hold about you, and you can ask us to correct the personal information we hold about you. For more information, see our Privacy Policy – ‘access to and correction of personal information’.

If you would like to receive a copy of Quality Health Care’s Privacy Policy, you can request it from the QHC Office. The Policy is available in hard copy on request, and contains detailed information about QHC's responsibilities, your rights, and the information that may be collected by QHC and how it would be used.