MAP003.05
Privacy Policy

Responsible Team Delegate	Executive Manager Service Development
Date Approved	14 September 2023
Approving officer	Chief Executive Officer

1. Purpose

The purpose of this policy is to support RFQ's commitment to the protection of individual's privacy by stating the ways in which RFQ may collect, store, use, manage and protect personal information.

RFQ recognises the importance of protecting the privacy and rights of individuals in relation to their personal information. RFQ is committed to treating any personal information collected, in accordance with the Australian Privacy Principles (APP's) in the Privacy Act 1988(Cth)(the Privacy Act).

2. Scope

This policy is relevant for any individual who discloses personal information to RFQ. This policy further applies to all employees of RFQ who access, use or deal with personal information or handle questions or complaints about personal information in the course of their employment, including stakeholders, consultants, contractors and agents.

3. Definitions

Term	Definition
Personal Information	Any information that identifies or could identify a person, whether it is true or not. It can include name, contact details (address, email, phone number), date of birth, citizenship or residency status and details of an emergency contact person
Sensitive information	Information about a person's race, gender, diversity, sexual orientation, disability, ethnic origin, political opinions, health, religious or philosophical beliefs and criminal history.
Unsolicited Information	information received about either a staff member, prospective staff member, or a client that was not requested or sought by RFQ.

4. Policy

When collecting personal information, RFQ will where appropriate and where possible, explain the purpose of collecting the information and how it will be used. RFQ will only:

- use sensitive information - for the primary purpose for which it was obtained, for a secondary purpose that is directly related to the primary purpose and with consent, or where required or authorised by law
- take reasonable steps to ensure that individuals are made aware of any information provided to RFQ by a third party
- with consent, use or disclose personal information, or where required and authorised by law
- ensure personal information is stored in a manner that reasonably protects it from misuse, loss and from unauthorised access, modification, or disclosure.
- allow access to personal information for valid reasons unless certain APP exceptions apply.
- take reasonable steps to ensure that personal information is accurate, complete, and current.

5. Collection of Personal Information

5.1 Types of Information Collected

RFQ may collect and hold personal information that is relevant to service functions and activities. The kinds of information collected depends on the nature of the relationship with the person.

5.1.1 Clients

For Clients, RFQ will generally collect date of birth, gender, income, information on personal issues and experiences and relationships, family background and support, areas of interest, personal and emergency contact information, health and medical information. This may include photographs, videos, and other recordings which assist in providing services. In addition to health information, RFQ is likely to collect and hold other sensitive information in order to provide services, including racial or ethnic background, sexual orientation or practices, political opinions, and religious beliefs or affiliations.

Client personal and sensitive information, such as health information, shall only be obtained by lawful and fair means from clients, or other sources, as is necessary to support client functions or activities with RFQ.

RFQ will ask clients or authorised representatives to identify any parties from whom they do not wish personal information to be collected or disclosed. This information will be recorded in the client information management system and RFQ will comply with instructions to the extent permitted by law.

5.1.2 Employees

RFQ will generally collect employee's date of birth, personal information contained within an application and resume, employment history, personal information derived from a reference, an interview, psychometric or aptitude testing, licence, certificates and information. Personal information may also include details in a passport, birth certificate, visa or other documentation demonstrating a worker's right to work in Australia.

For current employees or volunteers, RFQ will also generally collect information during the engagement and on-boarding process, bank account and superannuation fund information, tax file number, wage and entitlement information and other payroll information, drivers licence number, emergency contact information, information relating to performance or conduct, information relating to employment, training, disciplining, and resignation/termination, the terms and conditions applicable, and photographs, videos, and other recordings. In addition, RFQ are likely to collect and hold sensitive information about employees during their employment, including health and medical information, racial or ethnic background, sexual orientation or practices, criminal record and other information provided in a police check, political opinions, membership of a political association, religious beliefs or affiliations, philosophical beliefs, membership of a professional or trade association or trade union, biometric information, and biometric templates.

RFQ is required by the Fair Work Act 2009 (Cth) (FW Act) to collect certain information about employees, including name, basis of employment, rate of pay, information about deductions and entitlements, superannuation fund details and information about payments into that fund, and information relating to an employee's termination. This information must be retained by RFQ for a period of 7 years.

Employees may agree to appear in a photograph, video, or other recording for RFQ, including for marketing or promotional purposes. In those circumstances, a separate media consent form will be supplied which applies in addition to this privacy policy. RFQ only collects sensitive information with consent for the collection of the information and if the information is reasonably necessary for the

performance of operational functions and activities. Consent may be implied by the circumstances existing at the time of collection. There may also be circumstances under which RFQ may collect sensitive information without consent, as required or authorised by law. RFQ may also collect information through the use of our website and digital platforms, including user preferences, 'cookie' information, and geographical location.

All information supplied by employees will be placed on their personnel file which is held in both electronic and hard copy format. Both formats are securely held with access only available to those staff members who need to access the files to perform their role.

For any individuals seeking employment, RFQ will collect information including name, contact details, employment history, references, resume and qualifications.

5.1.3 Donors

Donors may choose to provide demographic data, such as date of birth, gender, income, and areas of interest. RFQ uses this information to help understand who engages with the organisation.

5.2 Methods of Collection

RFQ collects personal and sensitive information only if an individual has consented to the information being collected and if the information is reasonably necessary to carry out business functions or services. RFQ will only collect information by lawful and fair means and may collect information in different ways including:

- standard Forms
- assessment and intake procedures for clients
- employment application process
- events registration and attendance records
- via email and other communications
- via phone
- direct personal contact
- via surveys (where applicable)
- from third parties, such as medical practitioners, government agencies, client representatives, carer/s, and other health service providers
- via our website (including online registration and contact forms) and
- social media accounts

RFQ may from time to time need to obtain personal information from third parties, as it may be unreasonable or impractical to collect personal information directly from clients or employees. For example, information may be collected about clients from responsible persons or other appointed decision makers or administrators for personal, financial or health matters, approved family members, carers or other approved service providers.

RFQ may collect personal information about employees when seeking information:

- when carrying out reference checks
- from academic institutions or training and certification providers
- from providers of licence and background-checking services
- from recruiters and other service providers who assist in the engagement process and
- from other publicly available sources such as social media

5.3 Collection Purposes

RFQ will collect, use, and hold personal information if it is reasonably necessary or directly related to the performance of its functions and activities and for the purposes of:

- providing information, goods and services to clients or a nominated family member or carer
- processing donations or purchases and providing receipts, and communicating about how donations are used
- facilitating internal business operations, including:
  - the fulfilment of any legal requirements
  - establishing professional relationships
  - maintaining and managing professional relationships and communicating in the ordinary course of that relationship (including responding to feedback or complaints)
  - maintaining and managing the engagement of an employee and terminating that engagement
  - organising and facilitating events
  - analysing goods and services, client needs, and employee needs with a view to developing new or improved goods and services or business operations
  - seeking testimonials about services and
  - providing information about other goods and services that RFQ offers

Except as otherwise permitted by law, RFQ will only collect sensitive information with consent and if the information is reasonably necessary for the performance of business functions, as set out above.

5.4 Anonymity/Pseudonymity and failure to provide information

Anyone wanting to access any information or any goods and services on an anonymous basis or using a pseudonym, can do so. If this is possible and lawful, RFQ will take all reasonable steps to comply with requests. However, this may prevent the provision of information or goods and services in question if any relevant personal information requested is not provided.

Applications for volunteer or employment positions, may mean job applications are unable to be processed. For employees, refusal to provide personal information or consent to sensitive information being collected or held for the purposes set out in this privacy policy and any privacy collection statement may adversely affect RFQ's ability to comply with legal obligations and the ability to continue the employment relationship.

5.5 Unsolicited Personal Information

If RFQ receives information about an individual that has not been requested and the information was not obtained by the means outlined in section 5.2, RFQ will destroy or de-identify the information (i.e., any information that could reasonably identify an individual is removed) as soon as practicable. This will apply except where the information is required by law or a court or tribunal order to retain information.

5.6 Notification of the Collection of Personal Information

When RFQ collects personal information about an individual, the information will be held within RFQ's record management systems. If the information collected is from a third party or if the individual is not aware RFQ has collected the personal information, RFQ will take reasonable steps to notify the individual of the information collected.

5.7 Internet Users

RFQ may also collect non personal information about an individual when accessing RFQ's website such as details of their computer, network and browser. RFQ also collects information about use of digital services through the use of technologies like cookies, beacons, device identifiers and local storage.

When using the RFQ websites, mobile sites, mobile applications, email newsletters or applications on any other devices, these technologies may be used to improve user experience and RFQ's

digital services. This information is used for statistical purposes only to help administer and improve the RFQ website. The information is not used to personally identify individuals.

In some circumstances, information may be collected from RFQ's Recovered Futures shop. At other times collection of personal information from publicly available sources, including social media sites, or RFQ subscriptions may occur.

5.7.1 Cookies

Cookies are pieces of information that a website can transfer to an individual's computer when accessing information on the RFQ website. Cookies can make websites easier to use by storing information about an individual's preferences on a particular website. Some pages on RFQ's site may use cookies to collect anonymous traffic data.

Cookies by themselves do not disclose email addresses or other personally identifiable information. However, they do allow third parties, such as Google and Facebook, to cause RFQ advertisements to appear on social media and online media feeds as part of retargeting campaigns. If and when individuals choose to provide RFQ's site with personal information, this information may be linked to the data stored in the cookie.

5.7.2 Beacons

There may be the use of web beacons on RFQ's site from time to time. Web beacons (also known as Clear GIFs) are small pieces of code placed on a web page to monitor the visitor's behaviour and collect data about the visitor's viewing of a web page. For example, web beacons can be used to count the users who visit a web page or to deliver a cookie to the browser of a visitor viewing that page.

5.7.3 Webinar Data

RFQ conducts many client and stakeholder engagement events through a virtual/video arrangement. A range of platforms are utilised to hold video webinars and online chat discussions.

Administrators can identify individuals and their comments by the name the attendee uses to join the event. This means that if an attendee nominates their name and or permits video to be used the administrator would be able to attribute any comment made by that person either verbally or in the chat function.

RFQ only utilises verbal and written comments to inform its policy and will not pass on comments as attributable to any individual.

RFQ seeks agreement with video/webinar presenters and attendees if it intends to record and or publicise any video, or any section of video.

6. Use and Disclosure of Personal Information

RFQ will only use personal and sensitive information for purposes which are directly related to the primary reason it was provided and how an individual would reasonably expect RFQ to use the information.

RFQ will not disclose personal information unless an individual has given consent or one of the exceptions under the Privacy Act applies. For example, if the information is requested by a court order or if the use of information is authorised under Australian law.

RFQ may disclose personal information to:

- employees, contractors, consultants, and other parties who require the information to assist RFQ with facilitating internal business processes, providing stakeholders with goods and services and information, and with establishing, maintaining, managing, or ending relationships
- facilitate related entities and or RFQ's internal business processes
- government departments and agencies, such as NDIS Quality & Safeguards Commission, QLD Health, the Queensland Department of Communities, Disability Services and Seniors, the Office of the Public Guardian who provide funding and other assistance in operational matters
- third party service providers who assist in business operations and provide information or goods and services (including health service providers, payment processors, payroll processors, insurers, superannuation funds, IT and technology service providers, event organisers, and professional advisers such as lawyers, accountants, and auditors)
- nominated third parties or where the information was collected or disclosed for the purposes of passing on to the third party
- any other entity as otherwise permitted or required by law, including regulatory bodies such as WorkSafe

Information is released to third parties only at the express consent of the client (subject to the requirements of Commonwealth and State law). For clients under 18 the consent of both the client and parent or guardian is sought. For clients aged 14 and under the written consent of a parent or guardian is considered sufficient.

Clients aged 15 and over will generally have the same rights to confidentiality of their personal information as adults subject to the requirements of Australian and QLD State Law.

6.1 Duty of Care

RFQ may be required to pass on personal information to authorities such as emergency services.

RFQ has a duty of care to clients and/or others if it becomes evident that a client:

- is being seriously hurt by someone else
- is thinking of seriously harming themselves or others
- someone else is being, or is likely to be, seriously hurt by the client or another person

RFQ will reasonably discuss with clients' situations where concerns reach the point that the involvement of other services is required.

6.2 Direct Marketing and Information Materials

On occasion RFQ receives requests from government research agencies for statistical data. RFQ provides aggregate rather than individual information. Any personal information such as names, addresses and phone numbers are not divulged by RFQ as the information provided will be de-identified.

Personal information may also be used by RFQ to provide an individual with details of services and events where permitted by the Privacy Act or where an individual has consented to the use or disclosure of personal information for direct communications and promotional materials.

Any direct communication or promotional material will include details advising how an individual may request not to receive further material.

RFQ will not send out unsolicited commercial emails, SMS, and MMS messages. Examples of unsolicited communications are ones that do not directly relate to a service an individual may have previously signed up with or agreed to.

6.3 Disclosure of Personal Information Overseas

RFQ does not directly engage in business activities outside Australia requiring the disclosure of personal information. RFQ is compliant with the Australian Charities and Not-for-profit Commission (ACNC) External Conduct Standards[1].

6.4 Security of personal information

RFQ takes appropriate steps to protect personal and sensitive information from misuse, interference, unauthorised access, modification, loss, or disclosure. This includes during storage, collection, processing, transfer, and destruction of the information.

Information is stored at RFQ's offices with the following controls in place:

- Restricted access to confidential information and data
- Locking computers and devices when unattended
- The secure disposal of hard copy documents

RFQ's employees, Board Directors, contractors and consultants must comply with RFQ's Acceptable Use of ICT Policy and procedures, providing an extra level of protection and accountability for the security of confidential and personal information.

When RFQ no longer requires personal and/or sensitive information for any purpose it will take reasonable steps to destroy the information. This will apply except where the information is required by law or a court or tribunal order to retain the information.

6.5 Breach of Privacy

If a data breach occurs, and is suspected of causing serious harm, an assessment will be conducted within 30 days of RFQ becoming aware of the potential breach. Once the assessment is completed, the CEO or nominee will review the internal *Data Breach Assessment Tool* to determine whether the breach is notifiable.

RFQ is committed to protecting the privacy of personal information and will rectify any identified privacy breaches and advise the affected person the outcomes and actions arising from the investigation.

7. Access and Correction of Personal Information

RFQ will take reasonable steps to ensure all personal information collected, used, or disclosed is accurate, up-to-date, complete, relevant, and not misleading.

RFQ will correct any personal information that is incorrect, out- of-date, incomplete, irrelevant, or misleading. This includes taking reasonable steps to notify the correction to any organisation or government agency to which information was disclosed. An individual may request access to correct their personal information at any time by contacting RFQ. RFQ will provide access to the information unless one of the exceptions under the Privacy Act applies. For example, if providing access would be unlawful or denying access is authorised by law.

Should RFQ be unable to correct personal information or provide access, RFQ will provide a written notice outlining the decision and the mechanisms available to complain.

[1] ACNC (2019). *External Conduct Standards.* www.acnc.gov.au

7.1.1 Client Access

Clients have a right to request access to their personal information, subject to exceptions allowed by law. Access to copies of personal information can be made available upon making a written request. Requests will be responded to within a thirty (30) day period. There may be a reasonable fee for processing requests (but not for making the access request)

For security reasons, proof of identification will need to be provided. This is necessary to ensure that privacy is not breached.

Any requests for access to personal information must state what information is to being requested and should be forwarded to the Chief Executive Officer or quality@rfq.com.au

Chief Executive officer
Richmond Fellowship Queensland
PO Box 655
ANNERLEY Q 4103

If RFQ is unable to provide access to personal information, written notice will be provided with the reasons for refusal and information on how to lodge a complaint.

7.1.2 Staff Access

All staff shall notify corporate support of any changes to their personal information such as a change of address, bank details, superannuation fund, or private motor vehicle being used for work purposes.

At regular intervals RFQ will issue all staff, via email, a staff details form to complete and return to ensure personal information is up to date.

Subject to our obligations under the Fair Work Act (FW Act) with respect to current and former employees, RFQ may decline a request for access to personal information in circumstances prescribed by the Privacy Act, and if so, will give written notice that sets out the reasons for the refusal (unless it would be unreasonable to provide those reasons), including details of the mechanisms available to make a complaint.

Employee records prescribed by the FW Act must be made available to an employee or their representative upon request. These employee records include general employment details, individual employment contracts, pay records, records relating to leave entitlements, records relating to superannuation contributions, records relating to individual flexibility arrangements, records relating to guarantees of annual earnings, and termination of employment records.

Under the Fair Work Regulations 2009 (Cth), copies must be made available of an employee record in a legible form for inspection and copying on request by an employee or former employee to whom the record relates. If the employee record is kept at the premises at which the employee works or the former employee worked, copies will be made available at the premises within 3 business days after receiving a request or will post a copy of the employee record within 14 days after receiving a request. If the employee record is not kept at the premises, RFQ, as soon as practicable after receiving a request, will make a copy available at the premises or post a copy of the employee record to the employee or former employee.

It is essential that the information contained in RFQ's records are accurate, complete, and up to date. If, upon receiving access to personal information or at any other time, there is a belief the personal information held is inaccurate, incomplete or out of date, staff should notify RFQ immediately.

7.2 Information Retention

RFQ retains personal information only for the purposes the information was collected or received. Personal information is kept for the duration determined by applicable regulatory requirements. For instance, the minimum recommended period for retention of research data is five years from the date of publication.

However, in any case, the period for which research data should be retained is determined by the specific type of research. The Australian Code requires for most clinical trials, retaining research data for 15 years or more may be necessary.

Financial transaction records are kept for a minimum period of seven years.

When personal information is no longer required, RFQ will ensure it is securely stored until it is deleted or destroyed at the end of the minimum retention period.

8. Complaints and Feedback

For any concerns about RFQ's privacy policy or the handling of personal information, or to make a complaint about a potential breach of the Privacy Act, the APPs, contact RFQ using the details outlined in section 7.1.1 and reasonable steps will be taken to investigate the complaint and a response provided.

If concerns are not resolved contact:

- the Office of the Information Commissioner, Queensland. To lodge a complaint, visit the 'Privacy complaints' section of the Queensland Information Commissioner's website, located at https://www.oic.qld.gov.au/about/privacy/privacy-complaints, to obtain the relevant complaint forms, or contact the Queensland Information Commissioner's office; or
- the Office of the Information Commissioner, Australia. To lodge a complaint, visit the 'Complaints' section of the Information Commissioner's website, located at http://www.oaic.gov.au/privacy/privacy-complaints, to obtain the relevant complaint forms, or contact the Information Commissioner's office.

For more information about privacy in general, refer to the Office of the Information Commissioner's website at www.oaic.gov.au.

9. General

RFQ reserves the right to review, amend and/or update this policy from time to time. If further privacy legislation and/or self-regulatory codes are introduced or this privacy policy is updated, RFQ will take reasonable steps to bring any such modifications or amendments to client and staff attention.

10. Related Documents

- Client Privacy Collection Statement Information Sheet
- Data Breach Policy and Assessment Tool
- Acceptable Use of Information Communication Technology Policy
- Client Complaints Information Sheet
- Client Rights and Responsibilities Information Sheet
- Measures Collection Information Sheet
- Client Consent Form
- Staff Complaints, Grievances and Disputes Policy
- Governance Policy G10 – Formal Disputes Process
- RFQ Ethical Code and Guidelines Information Sheet