

PRIVACY

Policy

Purpose

This policy outlines how Murray PHN complies with the Australian Privacy Principles and relevant legislation dealing with privacy in Australia. It is intended to give individuals a better and more complete understanding of the sort of Personal Information that Murray PHN holds, and the way we handle that information.

It is also intended to provide details of how individuals can complain or report a breach of our responsibilities in regard to privacy, and how we will handle such complaints.

Scope

This policy applies to all situations in which Murray PHN collects, holds, uses and discloses personal information, except Personal Information held as part of a Murray PHN employee’s employment record.

Some information collected and held by Murray PHN that is used for program reporting and to support the review and, improvement of services is de-identified and aggregated to a level which does not allow Murray PHN to identify the individuals.

More Information

For more information on the Privacy legislation and the APPs, go to www.oaic.gov.au.

Definitions

Term	Definition
Consent	Means express or implied consent.
Health information	Includes: <ul style="list-style-type: none"> • Personal Information or opinion (e.g. a medical opinion) which is about the health or a disability of an individual, about an individual’s or an individual’s expressed wishes about the future provision of health services to him or her, or a health service provided, or to be provided, to an individual; • Other Personal Information collected that relates to a health service; • Other Personal Information about an individual collected in connection with the donation, or intended donation, by the individual of his or her body parts, organs or body substances; • Genetic information about an individual in a form that is, or could be, predictive of the health of the individual or a genetic relative of the individual.

Term	Definition
Personal information	Means information or an opinion, whether true or not, about an individual whose identity is apparent, or can reasonably be ascertained, from the information or opinion. Personal Information is information about an individual, natural person. Information on companies or other legal entities is not personal information. Personal Information includes Sensitive Information and Health Information.
Sensitive information	Is: <ul style="list-style-type: none"> • Personal Information about an individual’s racial origin, ethnic origin, political opinions, membership of a political association, religious belief or affiliations, philosophical beliefs, membership of a professional or trade association, membership of a trade union, sexual preferences, sexual practices or criminal record; • Health Information; • Genetic information about an individual that is not otherwise Health Information.
Serious harm	Includes serious physical, psychological, emotional, economic and financial harm, as well as serious harm to reputation and other forms of serious harm that a reasonable person in the entity’s position would identify as a possible outcome of the data breach.

Policy Statement

We respect people’s Personal Information and their right to privacy. Protecting privacy when handling Personal Information is very important to Murray PHN and is fundamental to the way that we operate. When we collect personal information, it imposes a serious responsibility upon us to protect that information and maintain the trust that has been given to us.

What types of information do we collect and hold?

In the ordinary course of business, we collect and hold many different types of Personal Information which can typically include an individual’s name, their occupation, role and employer, contact information (phone, address, email, social media), relevant qualifications and accreditation, special interests, attendance at events, access to and use of our services, bank account details and communication history.

Where an individual visits our website, we collect and store information such as individual IP addresses, internet service providers and activity on our website. This information is usually anonymous and we do not use it to identify individuals. However, due to the nature of internet protocols, such information might contain details that identify individuals. This information is only used to improve our website and related services.

We may also collect Personal Information in other ways, but we only collect Personal Information where it is reasonably necessary for our functions and activities.

How do we collect and hold that information?

It is our practice to collect Personal Information directly from the individual or their authorised representative, unless it is unreasonable or impracticable to do so.

Sometimes we collect Personal Information from a third party or a publicly available source, usually where the individual has Consented to such collection or would reasonably expect us to collect their Personal Information in this way, or in other instances where it is necessary for a specific purpose such as the investigation of a privacy complaint.

In limited circumstances we may receive Personal Information about individuals from third parties who contact us and supply us with the Personal Information of others in the documents they provide to us.

In circumstances where it is not impractical to deal with individuals who have not identified themselves or have used a pseudonym, and if it's not required or authorised by law to deal with identified individuals, individuals have the right to anonymity or pseudonymity when providing information.

Why do we collect, hold, use and disclose personal information?

We primarily collect Personal Information for our functions and activities that are set out in the Murray PHN Strategic Plan and the Murray PHN Constitution. Our key objectives are to increase the efficiency and effectiveness of medical services for patients, particularly those at risk of poor health outcomes, and improving co-ordination of care to ensure patients receive the right care in the right place at the right time. We also collect Personal Information for objectives that are reasonably necessary for, or which are directly related to one or more of our functions or activities.

We may disclose information to other agencies or partners if it will assist them in contributing to the achievement of our objectives. We do not ordinarily give Personal Information to other government agencies, organisations or anyone else unless one of the following applies:

- the individual has Consented;
- we are obligated under any agreement we have with a government agency or like organisation, such as for audit, review, evaluation, accountability or other purposes;
- the individual would reasonably expect, or has been told, that information of that kind is usually passed to those individuals, bodies or agencies;
- it is otherwise required or authorised by law;
- it will prevent or lessen a serious and imminent threat to somebody's life or health;
- it is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of public revenue.

When we temporarily provide Personal Information to companies who perform services for us, such as specialist information technology companies, mail houses or other contractors, we require those companies to protect your Personal Information as diligently as we do. Personal Information will not be disclosed to overseas recipients, except where we have engaged information technology service providers and they provide services such as cloud services, and in these circumstances the companies are contractually bound by this Policy and the Australian Privacy Principles.

How can people access the information that we hold about them, and how can they correct or amend such information?

We take steps to ensure that the Personal Information we collect is accurate, up to date and complete. These steps include maintaining and updating Personal Information when we are advised by individuals that their Personal Information has changed, and at other times as necessary.

It is inevitable that some Personal Information which we hold will become out of date. We will take reasonable steps to ensure that the Personal Information which we hold remains accurate and, if you advise us of a change of details, we will amend our records accordingly.

If we do not agree to make requested changes to Personal Information the individual may make a statement about the requested changes and we will attach this to the record.

Individuals can obtain access to the Personal Information which is held about them by contacting any of our offices throughout the region. In the case of Sensitive Information (including Health Information), your request should be directed to the Executive Director Corporate who is Murray PHN's nominated Privacy Officer.

Security of information held

Murray PHN is committed to keeping your trust by protecting and securing your Personal Information. We employ appropriate technical, administrative and physical procedures to protect Personal Information from unauthorised disclosure, loss, misuse or alteration.

We limit access to Personal Information to individuals with a business need consistent with the reason the information was provided. We keep Personal Information only for as long as it is required for business purposes or by the law.

How can people complain about a breach of privacy, and how will we deal with such complaints?

If you believe that there has been a breach of this policy, you should set out details of your complaint and send it to Murray PHN's Executive Director Corporate (who is also the company's Privacy Officer) at 3-5 View Point, Bendigo, VIC, 3550.

Complaints which are received will be resolved in accordance with Murray PHN's complaints handling procedures. Complaints will normally be investigated and either resolved or progress communicated to the complainant within 30 days.

Relevant Legislation

Privacy Act 1988

Related Documents and Forms

Title	Location
Data Governance and Cybersecurity Framework	In development
Data Breach Response Procedure	In development
Complaints and Feedback Procedure	Under review
Consent Form	To be developed

Document Control

This document will be reviewed on an annual basis and approved by the Executive team.

Date	Author	Modification	Version
8/5/2017	Bruce Baehnisch	Updated Strategic Goals, Locations and added details of notifiable data breaches. Update to Appendix 2.	3.0
15/2/2018	Darryn Young, Governance Lead	Update for Notifiable Data Breach legislation, addition of Appendix 4.	4.0
Oct 2019	Darryn Young, Governance Lead	Update to incorporate recommended changes from legal firm Russell Kennedy – Appendices 2 and 3 themes incorporated into main policy document, with website statement to appear on website and Appendix 4 extracted into separate Data Breach Response procedure (under development).	5.0