
Diabetes Queensland Privacy Policy

1) What is Privacy?

Diabetes Queensland is covered by the *Privacy Act 1988* (Cth) ('the Privacy Act'). New Privacy laws commenced on 12 March 2014 that introduced new Australian Privacy Principles ('APPs'). The APPs set out the way organisations such as Diabetes Queensland can collect, use, disclose and provide access and correction to personal and sensitive information.

Personal information is information, or an opinion, that identifies or could reasonably identify a person. It includes, for example, your name, age, gender and contact details.

Sensitive information is also information or an opinion that identifies a person but more specifically includes a person's racial or ethnic origin, political opinions or affiliations, religious beliefs, philosophical beliefs, membership of a professional or trade association, membership of a trade union, sexual preferences or practices or criminal record or health, genetic, biometric information or biometric templates.

2) Diabetes Queensland - who we are and what we do

Diabetes Queensland's vision is to be the most trusted and responsive diabetes organisation for Queensland. Our mission is to improve the lives of people affected by all types of diabetes and those at risk through advocacy, support and education in partnership with the Queensland community.

Diabetes Queensland provides services to people living with, or at risk of, diabetes. Our services include education and information support services, advocacy, research, fundraising and member support.

Diabetes Queensland engages volunteers and employees; receives donations, funding and support from members and volunteers, corporations, stakeholder groups and governments.

Diabetes Queensland is contracted to deliver a number of State and Commonwealth government funded programs. In providing such services, we comply with the relevant state or national privacy principles and any additional contractual obligations.

National Diabetes Services Scheme (NDSS)

Diabetes Queensland is a National Diabetes Services Scheme (NDSS) agent contracted to provide NDSS services on behalf of Diabetes Australia.

Diabetes Australia is the national body for people affected by all types of diabetes and those at risk, and administers the NDSS on behalf of the Australian Government. The NDSS delivers diabetes-related products at subsidised prices and provides information and education support services to people with diabetes and their carers. For information relating to Diabetes Australia or NDSS please visit www.ndss.com.au.

Diabetes Queensland handles NDSS personal information in accordance with this privacy policy. To access Diabetes Australia's privacy policy please visit www.ndss.com.au.

3) What kind of information do we collect

Depending on your relationship with Diabetes Queensland we may collect different types of information from you. This may include;

- contact details (name, address, email etc.)
- personal details including: date of birth, gender
- health information and/or medical history, family background
- donation history
- credit card numbers or bank account details

Health and other sensitive information

As part of delivering Diabetes Queensland's services, we may collect your health or other sensitive information. However, we will only collect your health or other sensitive information, if we obtain your consent to such collection or we are permitted by law. Where practicable we will explain how your health or other sensitive information will be used or disclosed.

4) How we collect your personal information

We only collect personal information that is reasonably necessary for one or more of Diabetes Queensland's functions and activities. Diabetes Queensland collects personal information from you in a variety of ways, including when you use our website or phone, write, email or visit us. We also collect personal information through our events, interviews, forms and questionnaires and evaluations.

5) Can I remain anonymous?

It is your choice to provide information to us. Wherever it is lawful and practicable, you have the option not to identify yourself or to use a fictional name when interacting with us. You can remain anonymous or use a pseudonym when using some parts of the Diabetes Queensland website or sites administered by Diabetes Queensland. However, it may be necessary for us to collect your personal or sensitive information in order for us to provide you with our services and products.

6) How we use your personal information

Diabetes Queensland will use your personal and sensitive information for purposes which are directly related to the reason you provided us with your information in the first place and where you would reasonably expect us to use your information.

We use your information to provide our services to you. We also use it to improve our services and notify you of opportunities that we think you might be interested in, including:

Providing you with information about Diabetes Queensland and our services

- Processing your Membership fees or donation and providing receipts
- Providing you with invitations to upcoming events and activities
- Engaging with you regarding ongoing fundraising and marketing activities
- Communicating with you about the use of donated funds, particularly for Appeals for public donations
- Seeking your ongoing support, or recognizing your existing support of Diabetes Queensland
- Providing follow-up information in response to comments or questions
- Engaging with you about your opinions, experiences and needs to meet any requirements of government funding for programs
- Seeking your feedback about our services or programs to monitor and evaluate existing services and plan for future service delivery
- Providing you with information about research trials and initiatives delivered by external providers that you may wish to participate in

We will not use your personal information for any other purpose unless you have given your consent or one of the exceptions under the Privacy Act applies.

For more information about exceptions please contact the Diabetes Queensland Privacy Officer on the details listed below.

7) Will we provide your personal information to anyone else?

Your personal information may be disclosed to third parties to whom Diabetes Queensland contracts out specialised functions. If Diabetes Queensland should disclose personal information to third party contractors Diabetes Queensland takes steps to either:

- de-identify the personal information; or
- ensure that those contractors are authorised only to use your personal information in order to perform the specialised function; or
- must comply with the APPs when handling your personal information.

We will not disclose your personal information to any other person unless you have given your consent or one of the exceptions under the Privacy Act applies.

For more information about exceptions please contact the Diabetes Queensland Privacy Officer on the details listed at the end of this policy.

Disclosure of information overseas

We do not usually send personal information out of Australia. Should we be required to send information overseas we will undertake to protect your personal information. We will do this by ensuring that the country has similar protections in relation to privacy or that we enter into contractual arrangements.

8) Security of your personal information

We take appropriate steps to protect your personal information held by us from misuse, interference, unauthorised access, modification, loss or disclosure. This includes during collection, processing, storage and transfer and destruction of the information.

Please note, the Diabetes Queensland website may contain links to third party websites. We are not responsible for the collection and handling of your personal information by holders of third party websites. We recommend that you review the privacy policies of those third party websites.

9) How to access and seek correction of your personal information

We will take reasonable steps to ensure that all personal information we collect, hold, and use or disclose is accurate, up-to-date, complete, relevant, and not misleading.

You may request to access or correct your personal information at any time by contacting the Privacy Officer using the contact details below. We will give you 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.

If you request to access or correct your information, we will respond within a reasonable time (usually within 30 days). If your request is refused, we will give you a written notice that sets out the reasons for refusal and how to complain about the decision.

10) Promotional Communications

From time to time, we may send you promotional communications (for example, about our services and events) that we believe you would reasonably expect us to send you. If you do not wish to receive these communications, please contact Diabetes Queensland (using the details set out below) or unsubscribe using the method set out in the communication.

If we receive your personal information from a third party or we do not believe that you would reasonably expect us to send you promotion communications we will, where practicable, obtain your consent. If it is impracticable to obtain your consent, it is our policy that any promotional communications will include a statement advising that you may request not to receive further communications by contacting us using the details provided in the communication.

Please note, if you are registered with the NDSS and you request not to receive our promotional communications you will continue to receive important information about diabetes and NDSS product safety issues.

11) Cookies

The Diabetes Queensland website and sites administered by Diabetes Queensland use software known as 'cookies' to record your visit to the website and collect some statistical information. We use this information to help administer and improve our websites. We do not use this information to personally identify you. Information we may collect includes:

- your server address
- your domain name
- the date and time of access to the website
- pages accessed and documents downloaded
- the previous site visited
- if you have visited the website before
- the type of browser software in use.

You may set your browser to disable cookies when visiting our websites. However, some website functions may be unavailable if you choose to do so.

12) Complaints and Enquiries

Diabetes Queensland is committed to the protection of your privacy. If you have any questions about how we handle personal information, would like to complain about how we have handled your personal information, or would like further information about our Privacy Policy, please submit a written query or complaint to our Privacy Officer. Our Privacy Officer will assess any complaints and liaise with you to resolve any issues within a reasonable time (usually within 30 days).

13) Contact Diabetes Queensland

Call us

1300 136 588

By Email

PrivacyOfficer@diabetesqld.org.au

By Post

Privacy Officer
Diabetes Queensland
GPO Box 9824
Brisbane, Qld 4001

14) Updating our Privacy Policy

We will update our Privacy Policy from time to time. Our website will have the most current Privacy Policy www.diabetesqld.org.au