



WESLEY MEDICAL RESEARCH Privacy Policy			
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<b>Date Approved:</b>	3 March 2021	<b>Approved By:</b>	WESLEY MEDICAL RESEARCH Board
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## 1. PRIVACY COMMITMENT

In this Privacy Policy, “we” and “us” refers to Wesley Medical Research and “you” refers to any person about whom we collect personal information.

Wesley Medical Research takes your privacy seriously and is committed to protecting the privacy and personal information of all of its donors, supporters, patients, researchers, volunteers and staff.

This Privacy Policy represents how Wesley Medical Research manages your personal information in accordance with the Privacy Act 1988 (Cth) (**Privacy Act**). Our Privacy Policy seeks to safeguard the privacy of your personal information in accordance with the Australian Privacy Principles (**APPs**) contained within the *Privacy Act*. This Privacy Policy sets out the kind of information we hold and how we collect, hold, use and disclose that information (including personal and sensitive information, which includes health information).

This Privacy Policy may be amended or revised at any time. The revised Privacy Policy will take effect when it is uploaded on our website. This Privacy Policy represents the latest version of the Privacy Policy.

More information about the privacy provisions can be obtained by calling the Office of the Information Commissioner (OIC) on (07) 3234 7373 or 1800 642 753 or by visiting [www.oaic.gov.au](http://www.oaic.gov.au).

## 2. KINDS OF PERSONAL INFORMATION COLLECTED

As the research partner for UnitingCare Queensland, Wesley Medical Research will conduct fundraising activities for medical research in Brisbane and beyond. Accordingly, Wesley Medical Research may collect both **personal** and **sensitive** information from you.

**Personal information** is any information about you that identifies you or by which your identity may be reasonably determined. The kinds of personal information that may be



collected from you includes, but is not limited to your full name, address, phone number, email address, date of birth and payment details. We may also collect information about family members and/or associates, information about personal and social circumstances, financial information, education information, employment information and other information necessary for the purposes of carrying out our functions.

By collecting this personal information, we are able to contact you when necessary, identify and protect your information from unauthorised use and provide the best possible service.

**Sensitive information** is a subset of personal information and includes information or an opinion about an individual's race, religion, political or trade association, criminal record or health information about an individual.

**Health information** is one kind of sensitive information and includes information or an opinion:

- a) about an individual's health or disability at any time (that is, past, present or future);
- b) about an individual's expressed wishes regarding future health services;
- c) about health services provided, or to be provided, to the individual;
- d) collected while providing a health service; and
- e) collected in connection with the donation or intended donation of body parts and substances.

This means that personal details related to an individual's attendance with a health services provider (e.g. name, address, Medicare number, billing information), medical information, notes made by healthcare personnel, identifiable biological specimens or samples, or genetic information all constitute "health information".

### 3. UNSOLICITED INFORMATION

'Unsolicited' information refers to information which is received but which Wesley Medical Research has taken no active steps to collect.

If Wesley Medical Research receives unsolicited personal information, we will make an assessment as to whether we could have collected the personal information from you ourselves. If we could not, we will destroy or de-identify it as soon as practicable, unless it is contained in a Commonwealth record or it is unlawful or unreasonable to do so.



#### **4. HOW PERSONAL INFORMATION IS COLLECTED**

Wesley Medical Research collects personal information from a number of sources including the individuals to whom the information relates, family members and associates, other fundraising organisations, community service organisations, schools, employers, and other individuals and/or entities who may have information relevant to Wesley Medical Research activities.

Where possible, Wesley Medical Research will always collect personal information directly from you. Where we are unable to obtain personal information directly from you we will obtain your consent before information is obtained from a third party.

Collection of your personal information may occur in a number of ways, including:

- a) admission or client forms;
- b) website interactions;
- c) emails;
- d) mobile phone applications;
- e) telephone conversations;
- f) in person;
- g) when a complaint is lodged with Wesley Medical Research; and
- h) for the purposes of considering the suitability of job applicants and hiring staff members.

Wesley Medical Research must:

- a) only collect health information necessary for its functions or activities;
- b) collect health information directly from an individual;
- c) take reasonable steps, at the time of collecting health information or as soon as practicable afterwards, to make an individual aware of why the information is being collected, who it may be disclosed to, how it can be accessed etc; and
- d) only collect health information with the express or implied consent of the individual concerned, unless collection is required by law or it is necessary to prevent a serious threat to life or health of any person.

Wesley Medical Research may also collect information about how visitors use its website to help personalise products and/or services to you and provide a better user experience when browsing the Wesley Medical Research website. This may happen when you click on a link on the Wesley Medical Research website or visit the site through advertising that may have been paid for. The information collected in this way is general information collected by cookies. This information may identify site visits but does not identify or give Wesley Medical Research any identifying information about the visitor as an individual.



## **5. HOW PERSONAL INFORMATION IS HELD**

Personal information is 'held' by Wesley Medical Research where it has possession or control of a record that contains personal information.

Wesley Medical Research may store your personal information in hard copy or electronic format, physically on our premises, or internal servers and with third party data service providers in Australia, the United States and Singapore. Where personal information is disclosed to an overseas recipient, Wesley Medical Research will take all responsible steps before its disclosure to ensure that the recipient does not breach the APPs in relation to that information. Wesley Medical Research agrees to only disclose personal information for the primary purpose for which it was collected, unless an exception applies.

Wesley Medical Research has policies and procedures in place to protect personal and sensitive information from misuse, interference and loss, unauthorised access, modification or disclosure. These policies and procedures are discussed further in section 14 of this Privacy Policy.

## **6. PURPOSE OF COLLECTING AND USING PERSONAL INFORMATION**

Wesley Medical Research collects and holds personal information about you in order to provide our services to you.

We collect your personal information for purposes including:

- a) Undertaking medical research, including research relevant to providing advanced care for patients, improvements in diagnostic techniques novel treatment options and faster recovery pathways;
- b) Assessing suitability for participation in a clinical trial;
- c) Conduction clinical trials to investigate new treatments, therapies, drugs and diagnostic tools for use in clinical practices;
- d) Contacting you in relation to participation in clinical trials;
- e) For donors and supporters to foster relationships for philanthropy purposes;
- f) Contacting and communicating with you;
- g) To perform our administrative functions;
- h) In respect of collection of staff information, for the purposes of maintaining a human resources files;
- i) To satisfy Wesley Medical Research's legal obligations and to allow Wesley Medical Research to discharge its duty of care; and
- j) Resolving complaints or enquiries.

## **7. USE AND DISCLOSURE OF PERSONAL INFORMATION**

We may disclose your personal information to a person or party outside Wesley Medical Research:



- a) For the primary purpose for which it was collected;
- b) For directly-related secondary purposes that would have been within the reasonable expectations of the individual at the time;
- c) Where necessary in connection with the purpose for which it was collected;
- d) If required by law;
- e) If you consent to the disclosure; or
- f) Otherwise as permitted by the *Privacy Act*.

Where possible, we will require you to specifically consent to any use of disclosure of your personal information. Your consent will usually be required in writing. However, where necessary, we may accept your verbal consent to disclose particular information in providing our services to you.

Personal information which Wesley Medical Research collects may, from time to time, be stored and processed in and transferred between the countries abroad in which Wesley Medical Research has service providers or suppliers. This disclosure enables the use of your information in accordance with this Privacy Policy. Your information may be held by us in our servers (which are located in Australia) or by our service providers or suppliers (whose servers may be located in countries abroad). By using our services you are taken to have agreed and consented to such cross-border transfers of your personal information contemplated by the Privacy Policy. Wesley Medical Research may also use various software and tools for storing and sharing your information to other third party service providers, contractors or agents.

## **8. NOTICE OF COLLECTION OF PERSONAL INFORMATION**

Wesley Medical Research will take reasonable steps before, or at the time it collects personal information to notify you of the collection of personal information, including the purposes of collection.

If it is not practicable to provide a collection notice before, or at the time personal information is collected, Wesley Medical Research will take steps as soon as practicable after collection to provide notice, and to ensure that you are aware, as soon as practicable, after the collection.

## **9. CONSEQUENCE IF PERSONAL INFORMATION NOT COLLECTED**

Wesley Medical Research requires personal and sensitive information (including health information) to consider an individual's eligibility and suitability for participation in a clinical trial. Wesley Medical Research may not be able to recruit an individual for participation in a clinical trial in the absence of such information.

## **10. ANONYMITY AND PSEUDONIMITY**

Unless required or authorised by or under an Australian law or a court or tribunal order, you may deal anonymously or by pseudonym with Wesley Medical Research. If Wesley Medical



Research is required by a law or order to deal with an identified individual, Wesley Medical Research can require you to identify yourself.

## **11. COLLECTING INFORMATION FROM THIRD PARTIES**

On occasion, Wesley Medical Research may collect information from a third party. For example, Wesley Medical Research may collect information from the following:

- a) Organisations that Wesley Medical Research is partnering with for joint fundraising efforts;
- b) Agencies that Wesley Medical Research use to provide products or services and / or to promote a product/service; and
- c) List brokers that Wesley Medical Research use to acquire contact information.

## **12. ACCURACY OF PERSONAL INFORMATION**

Wesley Medical Research will take reasonable steps to ensure that all personal information it holds to accurate, up-to-date, complete, relevant and not misleading. Individuals may ask Wesley Medical Research to correct any personal information that Wesley Medical Research holds. Wesley Medical Research will then consider whether or not to change and or update the information. If Wesley Medical Research does not change or amend the information as requested, then written reasons for the refusal will be provided.

All requests for amendments or corrections must be sent to [enquires@wesleyresearch.org.au](mailto:enquires@wesleyresearch.org.au).

## **13. SECURITY OF PERSONAL INFORMATION**

Personal information is stored on secure servers which are administered and protected by Wesley Medical Research.

Wesley Medical Research will take all reasonable steps to protect personal information it holds for misuse, interference and loss, as well as unauthorised access, modification or disclosure. The steps and strategies implemented by Wesley Medical Research to ensure the security of personal information include:

- a) Educating our staff and clients about their obligations in relation to your personal information;
- b) Requiring staff to use passwords when accessing our systems;
- c) Employing firewalls, intrusion detection systems and virus scanning tools to prevent unauthorised access;
- d) Ensuring all Wesley Medical Research employees, date processes and external parties adhere to strict confidentiality policies and practices;
- e) Providing secure storage for physical records; and
- f) Destruction and de-identification.



Where Wesley Medical Research no longer needs personal information for any purpose for which the personal information may be used or disclosed under the APPs, Wesley Medical Research will take all reasonable steps to securely destroy the information or ensure that it is de-identified, except where:

- a) The personal information is part of a Commonwealth record; or
- b) Wesley Medical Research is required by law or a court/tribunal order to retain the personal information.

#### **14. ACCESS TO AND CORRECTION OF INFORMATION**

All persons have a right to access their personal information held by Wesley Medical Research, and to advise Wesley Medical Research of any inaccuracy. Accessing your personal information is free.

You may access and/or request that your personal information be edited or corrected by contacting the Privacy Officer at Wesley Medical Research:

Name: Claudia Giurgiuman

By phone: (07) 3721 1500

Email: [enquiries@wesleyresearch.org.au](mailto:enquiries@wesleyresearch.org.au)

By Post:

**Wesley Medical Research**

PO Box 499

Toowong QLD 4066

You may be asked to submit your request in writing and for information that identifies you to satisfy Wesley Medical Research that a request for personal information is made by your personally. If so, include:

- a) your name and contact details;
- b) the personal information you want to access;
- c) how you'd like access to the personal information (such as receiving a copy by email or post, or if you just want to look at the information); and
- d) if you authorise a person or organisation to access the personal information on your behalf.

There are certain circumstances where Wesley Medical Research can deny access to personal information – for example where giving access would have adverse and unreasonable implications on the privacy of others, where granting access is unlawful or where denying access is required by law.

If Wesley Medical Research refuses an individual's access or correction request, Wesley Medical Research will provide written reasons for the refusal, including information to complain about the refusal.

Wesley Medical Research reserves the right to change its guidelines for providing access.



## 15. THIRD PARTY WEBSITES

When you leave our Website, you will be going to websites that are beyond our control. Our Policy does not apply to third party websites and we encourage you to review the privacy policies which apply to third party websites.

## 16. FEEDBACK

Wesley Medical Research appreciates the feedback of all its donors, supporters, patients, researchers, employees, and site visitors. If you would like to provide feedback, please contact us at [enquires@wesleyresearch.org.au](mailto:enquires@wesleyresearch.org.au).

## 17. COMPLAINTS

If you are unsatisfied with the manner in which we have dealt with your personal information, you may make a complaint by emailing us at [enquiries@wesleyresearch.org.au](mailto:enquiries@wesleyresearch.org.au). When you make a complaint, you should:

- a) Identify yourself;
- b) Provide a contact address and a contact phone number;
- c) Provide a brief description of the matter and why you think Wesley Medical Research has mishandled your personal information;
- d) Let us know what you would like us to do to resolve the matter.

We will, within fourteen days, respond to you and attempt to resolve with you your issues as they relate to your personal information.

If you are still unsatisfied, you may wish to direct your complaint to the OAIC. The OAIC accepts written complaints via its privacy complaint form or via email. Please refer to the OAIC's website for further information concerning how to lodge a privacy complaint: <https://www.oaic.gov.au/privacy/privacy-complaints/lodge-a-privacy-complaint-with-us/>.

You may also send your complaint to the OAIC by:

Emailing your complaint to [enquiries@oaic.gov.au](mailto:enquiries@oaic.gov.au)

Sending a letter by post to:

**Director of Privacy Case Management**

GPO Box 5218

Sydney NSW 2001

Faxing your complaint to (02) 9284 9666