Royal Flying Doctor Service (Queensland Section): Privacy Policy

Introduction

This privacy policy contains important information about your privacy and the collection and use of your personal information.

The Royal Flying Doctor Service (RFDS) was established in 1928 and is Australia’s leading aero-medical and primary healthcare service. The RFDS is a not-for-profit organisation and relies heavily on fundraising and donations from the community to purchase and medically-equip its aircraft and to finance other major capital initiatives. Although the RFDS started as an emergency rescue operation and is best known for its emergency retrieval services, these services now account for a smaller percentage of its work in comparison to the provision of primary healthcare services. Since 1928, the RFDS has now grown into a comprehensive medical service covering 80% of Australia.

This privacy policy explains how the Royal Flying Doctor Service (Queensland section) (referred to in this document as RFDSQ, we, us, or our) collect, use, hold, disclose and protect personal information (including sensitive information) about you. Our related ‘Health Information Privacy Policy’ sets out in further detail how we collect, use and disclose your sensitive information. Our Health Information Privacy Policy can be accessed by clicking here or by requesting a copy from us.

Australian Privacy Principles

The RFDSQ respects and upholds your rights to the protection of your personal information under the Privacy Act 1988 (Cth) (Privacy Act) and the Australian Privacy Principles (APPs), in regulating how we collect, use, disclose and hold your personal information. You can find out more about the APPs by calling the Office of the Information Commissioner on 1300 363 992 or by visiting their website at www.oaic.gov.au.

What information is collected

The RFDSQ collects personal information about you, that is, information that can identify you and is relevant to providing you with the services you are seeking. The kind of information we typically collect includes name, address, telephone numbers, e-mail address, date of birth, bank/credit card details (from donors etc) and any other information relevant to providing you with the services, you are, or someone else you know, is seeking.

Unless a ‘permitted health situation’ under the Privacy Act exists or if you have otherwise provided your consent, we do not collect sensitive information about you. ‘Sensitive information’ includes information or an opinion about your health or medical background, genetic information (that is not otherwise health information), racial or ethnic origin, political opinions or membership, religious or philosophical beliefs, trade association or union membership, sexual orientation or practices or criminal record.
Why we collect information

The personal and sensitive information that we collect and hold about you (including any health information) depends on your interaction with us. When your personal information is collected, you will usually be advised of its intended use at the point of collection. Generally, we collect, use and hold your personal information for the purpose of:

• providing services to you or someone else you know, including Health Services, Aeromedical and Retrieval Services and Education and Training;
• communicating with you on a regular basis;
• providing you with information about new or other services that we offer;
• responding to your enquiries about our services or organisation;
• processing donations and issuing tax receipts;
• providing you with updates about our services, including how your donations and gifts are assisting us to deliver exceptional health care across Queensland;
• providing you with information about our campaigns, fundraising activities and events (including by sending you newsletters and other updates to you);
• requesting your participation in our campaigns, fundraising activities and events;
• facilitating our internal business operations, including the fulfillment of any legal requirements.

The RFDSQ is very grateful to the many thousands of people around Australia who provide financial support to allow us to continue our important lifesaving work.

Each time we send you a direct marketing communication we will provide you with a simple way to ‘opt out’ of receiving similar communications from the RFDSQ. We take steps to ensure that your details are then excluded from all internal marketing lists and future campaigns. If you prefer not to receive direct marketing material from us, please contact us via phone: (07) 3860 1100 or mail us at: 12 Casuarina St Brisbane Airport Qld 4008.

How we collect your personal information

Personal information will generally be collected directly from you. We may also collect personal information about you from third parties acting on your behalf (e.g. medical practitioners). We collect personal information in a non-intrusive, lawful and fair manner. Personal information can be collected in a number of ways including:

• through a call to our health services;
• while attending or receiving a health service;
• from other RFDS organisations located in other States and Territories;
• by participating in one of the RFDSQ’s many community fundraising and information events;
• when you respond to our fundraising campaigns (including when you provide your personal information to third party service providers engaged by us to assist us in conducting the fundraising campaign and that information is then provided to us);
• through donation coupons and online forms;
• through an application for employment or work experience.

If at anytime, an individual does not have the capacity to consent, the RFDSQ will endeavor where possible to gain consent from someone who can act on the individual’s behalf. Exceptions apply in emergency or disaster situations, including if a ‘permitted health situation’ exists under the Privacy Act.

The RFDSQ may also collect your personal information in other ways, for example through the purchase of commercial lists, and from publicly available sources such as the telephone directory.

You may be photographed when you attend RFDSQ events; however, wherever possible we will seek to obtain your consent prior to using the image obtained and consider cultural sensitivities.

If the personal information you provide to us is incomplete or inaccurate, we may be unable to provide you, or someone else you know, with the services, you, or they, are seeking.

Disclosing your information

Generally, we only use or disclose personal information about you for the purposes for which it was collected. We may disclose personal information about you to:

• our related entities to facilitate our and their internal business processes;
• other RFDS organisations located in other States and Territories;
• third party service providers who assist us in operating our business (including contractors, database management providers, technology providers and printing and mailing providers) and we take reasonable steps to ensure that such third parties are also bound by the APPs when dealing with your personal information;
• our related entities and other organisations with whom we have affiliations so that those organisations may provide you with information about services that may be of interest to you and various promotions. If you do take advantage of any offer from a third party organisation, that third party may send further offers to you directly unless you opt out of receiving such communications. These organisations usually allow us to do the same and this way we can reach more people with vital information.
In some instances, the law may permit or require us to use or disclose personal information for other purposes (for instance where you would reasonably expect us to and the purpose is related to the purpose of collection).

We do not disclose sensitive information about you without your prior consent, except as required by law.

We are likely to disclose your personal information overseas. The transfer of personal information overseas is only likely to occur for printing services, data management or for payment processing purposes (for example if we engage the services of third party payment facilitators to process data off-shore). The overseas recipients may be located in countries such as China, USA, Philippines, and Canada.

The RFDSQ will take reasonable steps to ensure that personal information transferred to overseas recipients will not be held, used, or disclosed by the recipients in a way that is inconsistent with the APPs. The RFDSQ conducts a due diligence process before entering into an agreement with these service providers and will take reasonable steps to ensure that your information is not used in a manner inconsistent with the APPs.

Quality of information

You may request access to personal information we hold about you, by making a written request. We will respond to your request within a reasonable period. We may charge you a reasonable fee for processing your request (but not for making a request for access).

We may decline a request for access to personal information in circumstances prescribed by the Privacy Act, and if we do, we will provide you with a written notice that sets out the reasons for the refusal (unless it would be unreasonable to provide those reasons) and provide you with a statement regarding the mechanisms available to you to make a complaint.

If, upon receiving access to your personal information, or at any other time, you believe the personal information we hold about you is inaccurate, incomplete or out of date, please notify us immediately. We take reasonable steps to correct the information so that it is accurate, complete and up to date.

If we refuse to correct your personal information, we will provide you with a written notice that sets out the reasons for our refusal (unless it would be unreasonable to provide those reasons) and provide you with a statement regarding the mechanisms available to you to make a complaint.

If you require access to your personal information or think any of our records need to be corrected, please contact us using the details set out further below.

Complaints and feedback

The RFDSQ has made a commitment to uphold your rights to privacy. If you are unsatisfied with how your personal information has been handled, you may lodge a complaint in writing to:

Royal Flying Doctor Service (Queensland Section)
The Privacy Officer
12 Casuarina St
We will contact you within 30 days to address your concerns. If you are not satisfied with how we have handled your complaint, you can contact the Office of the Australian Information Commissioner whose details can be found by visiting www.oaic.gov.au.

Visiting our website

The RFDSQ website may use cookies to track site visits, navigation within the RFDSQ site, and items added while using the online shopping or donation facilities. If you are concerned about the use of these cookies, your browser can be configured to notify you when you receive a cookie, and provide you with the opportunity to accept or reject it. You may refuse all cookies from the RFDSQ website however some functions may be unavailable. Our online credit card processing company may also use cookies for identification and anti-fraud purposes.

The RFDSQ’s websites may contain links to other sites of interest. The RFDSQ does not control, and is not responsible for, the content or privacy practices of those websites. Please check the Privacy Policies on other websites before you provide your personal information to them.

Our website security

We store your personal information in different ways, including in paper and electronic form. The security of your personal information is important to us. We take reasonable measures to ensure that your personal information is stored safely to protect it from misuse, loss, unauthorised access, interference, modification or disclosure, including electronic and physical security measures.

Forwarding your credit card numbers or other sensitive information to us via email or facsimile is not safe. We suggest that you do not send information to us in either format.

Certain sections of the RFDSQ website are secured using SSL technology to encrypt data between your browser and the website. If you are entering any payment or credit card information on the internet, you should confirm that the page is secured (padlock symbol in your browser) before entering any information. We make every effort possible to make your donations and transactions within our site as secure and safe as possible for you.

You should be aware that there are inherent risks associated with the transmission of information via the Internet. If you are submitting personal details, credit card numbers or other information over the Internet, please be aware that, while all reasonable efforts are made to secure information transmitted to this website, there is a possibility that information you submit could be observed by a third party while in transit. By using this website you acknowledge that you do not hold the RFDSQ liable for any security breaches, viruses, or other malicious software that may infect your computer or any loss of data, revenue or otherwise that may occur.

User generated content including personal stories
When making a submission of user generated content to us (including personal information in personal stories), we will request your express consent to display and publish online (including social media) and offline. If the individual subject of the user generated content does not have capacity to consent to publication, we will request consent from someone who can act on the individual’s behalf.

If you make a submission of user generated content (including personal information in personal stories) via social media, you consent to its display on the relevant site.

The RFDSQ reserves the right to edit or delete submissions of user generated content that it, in its sole discretion, are deemed to be abusive, defamatory, or obscene, in violation of copyright or trademark laws, or are otherwise unacceptable.

The RFDSQ reserves the right to only publish personal stories on the RFDSQ website that are original and based on a real-life experience. Submissions submitted that are overtly promotional or are used to promote a product or service may not be published. We reserve the right to modify or edit stories that are too long.

**Availability of Policy**

The RFDSQ may, without notice, amend or modify its Privacy Policy by posting the amended Privacy Policy to the RFDSQ website. This policy is available for free, upon request by contacting the RFDSQ using one of the below listed contact methods.

**Contacting us about our privacy policy**

For further information about the privacy policy, contact our privacy officer:

Royal Flying Doctor Service (Queensland Section)
The Privacy Officer
12 Casuarina St, BRISBANE AIRPORT QLD 4008
Phone: 07 3860 1100

To update your contact details or to ‘opt-out’ of receiving information from the RFDSQ or organisations we trust, please contact:

Royal Flying Doctor Service (Queensland Section)
Marketing and Fundraising
12 Casuarina St, BRISBANE AIRPORT QLD 4008
Phone: 07 3860 1100