

Your Privacy...

Internet Privacy

This web site is owned and operated by the Toowoomba Hospice Association Incorporated. The Internet Privacy Policy relates to the collection and use of personal information you may supply to us through your conduct on the web site and is in addition to any other terms and conditions applicable to the web site. We do not make any representations about third party web sites that may be linked to the web site.

Personal Information

Personal information regarding visitors to our site is collected only when knowingly and voluntarily submitted. We collect information through our online forms and payment gateways or to answer your requests or enquiries. It is our intention that this policy will protect your personal information from being dealt with in any way that is inconsistent with applicable privacy laws in Australia.

Use of Information

Personal information that visitors submit to our site is used only for the purpose for which it is submitted or for such other secondary purposes that are related to the primary purpose.

We do not disclose any personal information collected to third parties for the purpose of allowing them to direct market their products and services.

Collecting Information

The Toowoomba Hospice may collect personal information directly from you when you: telephone us; send us correspondence by letter, fax or email; contact us via our website; or make a donation via the website payment gateway.

In addition, our employees and the contractors who provide services related to our information systems are obliged to respect the confidentiality of any personal information held by us. However, we will not be held responsible for events arising from unauthorised access to your personal information.

Disclosure

We may disclose personal information when we believe in good faith that the law requires disclosure.

Security

We strive to ensure the security, integrity and privacy of personal information submitted to our sites, and we review and update our security measures in light of current technologies.

Your personal information may be stored in hard copies and/or as electronic data in our software or systems. When you enter sensitive financial information (such as credit card numbers) on our website, we encrypt that information using secure socket layer technology (SSL). When credit card details are collected, we simply pass them on to be processed as required and do not permanently store credit card details.

Access to Information

We will endeavour to take all reasonable steps to keep secure any information which we hold about you. If, at any time, you discover that information held about you is incorrect, you may contact us to have the information corrected.

Our Website and Use of Internet Cookies

A "cookie" is a device that allows our server to identify and interact more effectively with your computer. Cookies do not identify individual users, but they do identify your ISP and your browser type. A cookie file can be used to track the pages you have visited and your preferences. The only personal information a cookie can contain is information you personally supply.

Links to other sites

We provide links to web sites outside of our web sites, as well as to third party web sites. These linked sites are not under our control, and we cannot accept responsibility for the conduct of companies linked to our website.

Problems or questions

If notified of any ongoing concerns or problems with our web site, we will take these issues seriously and work to address them. If you have any queries relating to this information, please contact us at: admin.toowoombahospice@bigpond.com

Internet Privacy Policy

1.0 Statement

The Toowoomba Hospice is committed to protecting the privacy and confidentiality of consumers, family members and carers. At all times, staff should conform to the appropriate professional standards of confidentiality and relevant legislation.

We are bound by sections of the Commonwealth Privacy Act 1988 and the Privacy Amendment (Private Sector) Act 2000 (The Amendment Act) and further Amendments that regulate the handling of personal information and set out a number of new principles concerning the protection of personal information.

We comply with the Australian Privacy Principles (APPs) and with applicable state privacy laws. You can read more about these laws on the [Office of the Australian Information Commissioner's](#) website.

2.0 Definitions

Privacy and confidentiality govern the collection, handling, holding, accessing and sharing of personal information.

Related Documents: - Client Consent

3.0 Intent

It is the policy of the Toowoomba Hospice to provide all clients and where applicable, family members and carers, with the appropriate knowledge regarding the gathering and use of personal information. This information is communicated to all clients at the first face-to-face meeting or initial contact with the service.

4.0 Principles and Practices

1. To ensure all consumers, family members and carers understand how our organisation protects their confidentiality and privacy, resources are readily available in an easy to read format.
2. The Toowoomba Hospice will ensure that clients give informed consent before their personal information is communicated or shared with health professionals and other services outside the organisation, family members or carers.
3. The Toowoomba Hospice will ensure, as far as possible, that clients have the opportunity to communicate with others in privacy unless contraindicated on safety or clinical grounds.

5.0 Legislation and References

- Commonwealth Privacy Act 1988
- Privacy Amendment (Private Sector) Act 2000
- Freedom of Information Act 1992 (Qld)
- Privacy legislation 2001
- Professional Codes of Conduct
- Australian Standards for Medical Records

Public Records Act 2002 (QLD)