

CQUNIVERSITY HEALTH CLINIC

PRIVACY COLLECTION STATEMENT

Central Queensland University ABN 39 181 103 288 ("**CQUniversity**", "**CQU**", "**we**", "**us**" or "**our**") take our privacy obligations seriously and are committed to safeguarding the privacy and confidentiality of individuals' personal information. This commitment is in strict accordance with the *Information Privacy Act 2009* (Qld) and the Queensland Privacy Principles (**QPPs**).

Through the Health Clinic, including Chiropractic, Occupational Therapy, Oral Health, Physiotherapy, Podiatry, and Speed Pathology, we are further bound by ethical guidelines to ensure the utmost protection of your privacy and confidentiality. Establishing and maintaining confidentiality between health practitioners, often being students, and clients is a cornerstone of our health services, reflecting our dedication to creating a safe and trusting environments for all individuals seeking services.

We are committed to protecting your privacy, ensuring that personal information is collected, used, and disclosed solely for purposes directly related to health clinic functions and activities. These functions and activities including providing diagnostic assessments, therapeutic treatments, preventative care, and rehabilitation services. Access to personal information is strictly limited to authorised personnel who require it to perform their duties, and all information is securely stored to prevent unauthorised access, modification, or disclosure.

This privacy collection statement informs you about certain key matters relating to how we collect, use and disclose your personal information when you visit the Health Clinic, use its services or otherwise deal with the Health Clinic. Our Privacy Policy sets out further detail, including your rights to access and correct your personal information and how you may make a complaint about our handling of your personal information and how we will deal with that complaint. You can obtain a copy of our Privacy Policy at <https://www.cqu.edu.au/privacy> or by asking us. Our contact details are at the end of this Privacy Collection Statement.

INFORMATION COLLECTED

We will collect personal details such as your name, contact information, date of birth, address, Medicare or private health insurance details, and any other information necessary to deliver healthcare services. This may include medical history, treatment records, and details of any consultations or visits to our Health Clinics. In some cases, we may also collect sensitive health information, such as information about your physical or mental health, with your consent or as permitted by law.

Additionally, we may collect information related to your healthcare needs and preferences to ensure that we provide the most appropriate and effective care.

We collect your personal information for the purpose of providing our products and services to you and facilitate accurate diagnosis, treatment planning, and ongoing care management. We may also collect information for administrative purposes (such as appointment scheduling, billing) and compliance with legal and regulatory requirements and for any other purpose set out in this Privacy Collection Statement.

Where possible, we will collect your personal information directly from you, but on occasion we may need to collect personal information about you indirectly (for example from third parties such as other healthcare and medical professionals or, where applicable, your carer, parent or guardian) where it is unreasonable or impractical to collect the information directly from you. We will usually notify you about these instances in advance, or where that is not possible, as soon as reasonably practicable after the information has been collected.

Where you voluntarily provide us with health information, or other sensitive information which requires consent for us to collect, we will take that voluntary disclosure to be consent. This collection is for the purposes of providing our products and services to or for you, and facilitating our internal business operations, including the fulfilment of any legal and regulatory requirements.

Please note that failure to provide the necessary personal information, or the provision of incomplete or inaccurate information, may result in our inability to deliver the relevant products and services to you. It is essential that we have accurate and complete information to ensure the best possible care and support.

CONFIDENTIALITY EXCEPTIONS

While we are committed to maintaining your privacy and confidentiality, in order to provide our products and services to you, we may from time to time disclose your personal information to third parties, including to:

- employees, colleagues, supervisors and students within our health network (including students of other universities if we are involved in providing oversight of or training to those students);
- our service providers (who assist us in operating our business, including healthcare and other medical professionals);
- our related entities and to our affiliates (and those of our related entities);
- third parties involved in your care outside our health network, such as General Practitioners, specialists, technicians, and laboratories, with your further express written consent; and
- third parties involved in CQU's clinical education and research activities, where you have provided consent for your personal information to be used for these purposes.

We may also disclose your personal information where permitted, authorised or required by law, including:

- to a third party, such as a relevant authority, to avert an imminent threat to your safety, or the safety of others; and
- when legislation mandates the disclosure or we are otherwise required by law or court or tribunal order, such as a treatment file being subpoenaed by a court.

RECORDS

We comply with legislative requirements around the retention and disposal requirements relating to patient files.

Patient files are kept within the CQUniversity Health Clinics Patient management system

Patient files are retained in accordance with the [University Sector Retention and Disposal Schedule](#)

USE OF PERSONAL INFORMATION FOR EDUCATION AND RESEARCH

In addition to providing our products and services to you and to facilitate accurate diagnosis, treatment planning, and ongoing care management, your personal information may be used by us for clinical education and research purposes and to plan and improve our core services, utilising both identifiable and de-identified data. We will undertake these activities in accordance with our legal and ethical responsibilities and any consent provided by you.

As the Health Clinic continues to expand, we may also use your personal information as part of statistical information. We recognise the importance of using statistical information on the number of patients accessing our services. This data is crucial in helping us understand and anticipate the evolving needs of our patients and the community.

REGISTRATION FORM

When you complete the Consent to Participate Form, please make sure to indicate that you have read and understood this Privacy Collection Statement. This acknowledgment is important as it confirms your awareness of our privacy practices and your agreement to the terms outlined in this statement.

ACCESS AND CORRECTION

We are committed to ensuring the accuracy and integrity of your personal information. You have the right to access the personal information we hold about you and to request corrections if you believe any information is inaccurate or incomplete.

To amend incorrect information, please liaise with our reception staff or email brisbanehealthclinic@cqu.edu.au or rockhamptonhealthclinic@cqu.edu.au. We will respond to your request within a reasonable timeframe and take appropriate steps to amend any inaccuracies.

Your privacy and the protection of your personal information is important to us, and we strive to maintain transparency and accountability in our data handling practices.