

Policy:

PHI is committed to ensuring the privacy and confidentiality of personal information and complies with the Privacy Act 1988 (Cth), its funding agencies and other relevant state laws in relation to the management of personal information.

Purpose:

The policy explains in general terms how PHI collects and handles personal information and outlines how individuals may address privacy concerns.

This policy will apply to personal information provided to us by employees, students or the public, and to personal information we collect under any other agreement or arrangement.

This policy does not apply to PHI staff records which are dealt with under other PHI policies and procedures.

1.0 Collection and handling of personal information

- 1.1. We generally collect your personal information directly from you. For example, we may collect personal information about you when we deal with you over the phone or when you have contact with us in person or over the Internet.
- 1.2. If we collect information about you from a third party, we will take reasonable steps to ensure that you are aware of the purposes for which we are collecting your personal information, other persons or organisations to which we might give your personal information, the existence and content of this policy and any other matters required by relevant privacy laws.
- 1.3. Generally the kinds of personal information we collect about you may include your name, address, telephone numbers, email address, research areas of interest, event attendance and payment (including credit card) details. We collect information from our donors and supporters including information about your donation history and activities with which you have indicated you may be interested in being involved.
- 1.4. We use this information to enable us to send you direct marketing material. This may include newsletters and bulletins as well as information about research, education and fundraising events and activities. We may use your information to contact you to seek financial support for medical research conducted at PHI.
- 1.5. We may also collect personal information when we are canvassing recruitment of staff and students. Generally speaking, we will collect personal information that you supply to us as part of this process and use it for the purposes of assessing applications and proposals.
- 1.6. We will only collect personal information necessary to conduct our business activities.

- 1.7. We will not directly disclose your personal details to a third party except in accordance with relevant privacy laws. We may provide names and addresses to external contractors who assist with sending direct marketing material and information on our activities to you. On such occasions contractors who have access to personally identifiable information are required to protect this information in a manner that is consistent with this policy by, for example, not using the information for any purpose other than to carry out the services they are performing for PHI.

2.0 Participation in research and clinical trials at PHI

- 2.1. In order to conduct research and clinical trial activities, PHI may collect your personal information including health information. In addition to your name and address, this information may also include:
 - 2.1.1. Your medical history including (where clinically relevant) a family medical history;
 - 2.1.2. Your Medicare number and private health insurance information;
 - 2.1.3. Current medications or treatments used by you;
 - 2.1.4. The name of any care provider, health service provider or medical specialist to whom we refer you back or who has referred you to us;
 - 2.1.5. Copies of any referrals and reports;
 - 2.1.6. Test results and samples.
- 2.2. This information is used to record your involvement in clinical trials and other research activities undertaken by PHI and to process the results of research and clinical trials. We may also contact you regarding participation in future studies or regarding test or research results we think may be important for you to know.
- 2.3. From time to time we may collate statistical data from information we have collected. In these cases, the data will be de-identified and aggregated before it is disclosed to third parties; your personal information will not be identifiable.
- 2.4. All research and clinical trials undertaken at PHI involving humans are approved by a Human Research Ethics Committee. Participants enrolled in trials will receive a participant information form with details of the approving committee's contact information. Participants in trials or research will be given information detailing how health information will be handled by PHI.

3.0 Security of your personal information

- 3.1. We take all reasonable steps to ensure the security of the personal information we hold from unauthorised access, modification or disclosure. We maintain physical security over our paper and electronic data stores and premises, such as locks and security systems.
- 3.2. Your personal information may be stored in hardcopy documents, as electronic data, or in PHI software or systems. We maintain computer and network security; for example, we use firewalls (security measures for the Internet) and other security systems such as user identifiers and passwords to control access to our computer system. Paper records are stored in locked filing cabinets in secure areas.

4.0 Anonymity

- 4.1. Where lawful and practicable, you will be given the option to deal with us without identifying yourself (eg. when inquiring about the activities that PHI undertakes).

- 4.2. Individuals should be aware that contact details are required in order for PHI to issue a tax deductible receipt.
- 4.3. While we seek to recognise the contributions of our donors and supporters in our publications, individuals wishing to remain anonymous in our publications and at other public forums should advise this in writing to the Director of PHI.

5.0 Gaining access to information we hold about you

- 5.1. PHI will, on request, provide you with information we hold about you, unless there is an exception which applies under relevant privacy laws. Access can only be denied in certain circumstances.
- 5.2. Unless there is an exception which applies under privacy laws we will provide you with a photocopy and/or printout of information we hold about you within 14 days. No charge will be made for this service.
- 5.3. To make a request, please contact the PHI department that collected the information or contact the Privacy Officer.

6.0 Keeping your personal information up-to-date

- 6.1. We take reasonable steps to ensure that your personal information is accurate, complete and up-to-date whenever we collect or use it.
- 6.2. If you find that the personal information we hold about you is inaccurate, incomplete or out-of-date, please contact us immediately and will take reasonable steps to either correct this information or, if necessary, discuss alternative action with you.

7.0 Our website

- 7.1. Our website: www.princehenrys.org is hosted in association with Monash University. When you visit our website, the University and domain host may collect statistics including:
 - 7.1.1. Your server address;
 - 7.1.2. Your top level domain name (.com, .gov, .au, .uk etc);
 - 7.1.3. The pages you access and documents downloaded;
 - 7.1.4. Any keywords or search words you enter;
 - 7.1.5. The type of browser you are using.

These statistics are gathered so we can improve our website for future visitors. This information does not make it possible for you to be identified

- 7.2. If you send us an e-mail, your e-mail address (together with any other information you provide) will only be used for the purpose for which you have provided it, except where you give consent for another purpose. This site does not provide facilities for the secure transmission of information across the Internet. Users should be aware that there are inherent risks in transmitting information across the Internet.
- 7.3. We may create links to third party websites. PHI is not responsible for the content or privacy practices employed by websites that are linked from our website.

8.0 Changes to this policy

- 8.1. The policy may be amended from time to time. You can access the most up to date copy by visiting our website.

9.0 Addressing your concerns

- 9.1. if you have a query on how your personal information is collected or used, want to report a breach or suspected breach of this policy or have any other query relating to PHI Privacy Policy, please contact:

Privacy Officer
Prince Henry's Institute
246 Clayton Rd, Clayton VIC 3168
Telephone: +61 (0)3 9594 4372
Facsimile: +61 (0)3 9594 6125
Email: hr@princehenrys.org

We will respond to your query or concern as soon as possible and will try to resolve any complaint within 10 working days. If this is not possible, we will contact you within that time to let you know how long we estimate it will take to resolve your concern.