

Quality Innovation Performance Certifications Pty Ltd (QIP Certifications) is an entity under section 6(1) of the Australian *Privacy Act 1988* (Privacy Act). As an entity under the Privacy Act, QIP Certifications ensures that all personal information is managed according to the Australian Privacy Principals (APPs).

QIP Certifications fosters a culture of privacy, and treat all personal information gathered as part of audit and other activities as a valuable business asset to be respected, managed and protected. With this in mind QIP Certifications takes all reasonable steps to manage personal information in an open, secure and transparent manner. The company has a designated privacy officer who manages all privacy matters.

QIP Certifications also treats all relevant information it holds in accordance with the Disability Services Act 2006 (QLD) and the Disability Services Regulation 2017 (QLD).

This Privacy Policy is available on the QIP Certifications website and is on public display. All clients and prospective clients of QIP Certifications receive our Privacy Policy in our promotional Welcome Pack.

Personal and sensitive information collected by QIP Certifications includes:

- Contact details, such as name, address, phone numbers and email address;
- Personal details, such as date of birth, gender, employment history, educational qualifications;
- Photos, videos and other reasonably identifiable electronic media;
- Commonwealth, State or organisational generated personal identifiers and codes;
- Credentialing and probity information required by Commonwealth or State Child Protection or Disability regulation (e.g. Working with Children Check, National Police Check, Drivers' License, Working with Vulnerable Persons check);
- Memberships and registrations with professional bodies ;
- Any current conflicts of interest including information about an individual's membership or leadership of an association or company;
- Bank account, credit card and other financial details; and
- Details of complaints or requests to access information.

Collection of solicited sensitive personal information

Sensitive personal information includes:

- Medical or health information;
- Racial or ethnic origin; and
- Religious affiliation.

QIP Certifications collects information from an individual or company by way of:

- Required company forms and e-forms, for example personal onboarding information, audit certification registration, audit schedules and participant lists, contractor tax details and invoices etc. Meetings, interviews or telephone calls minuted with an individual or company representative;
- Business cards received from an individual or company representative;
- Registration details for online information or e-newsletters provided by an individual or company representative;
- Website access where this privacy policy is located or linked; and
- Publicly available records.

QIP Certifications also collects personal information:

- Through Auditor contractors who perform audit services, such as - during the delivery of an audit activity, gathering and viewing relevant information to complete reports, interviewing participants, families, advocates and staff of organisations to verify compliance;
- To meet the requirements of specific standards and regulatory frameworks; and
- Through Commonwealth and state government departments and agencies, including the Commonwealth Departments of Social Services and Health, Queensland Departments of Health, Communities, Disability Services and Seniors and Child Safety, Youth and Women, and through QIP Certifications external and internal Business partners.

Collection of solicited information for children or vulnerable individuals

- Personal and sensitive information is only collected for some certifications audit activities;
- All information collected uses client generated codes to preserve individual anonymity;
- All information collected, in electronic or hard copy, is kept in password protected files; and
- All employees and contractors have current Working with Children Checks and National Police Checks and sign a Code of Conduct and strict Confidentiality and Fit and Proper Personas declarations at induction.

Consent to collect, hold, use, disclose and dispose of personal information

QIP Certifications uses all reasonable means to seek consent from individuals or companies involved in audit or business activities to collect, hold, use, disclose and dispose of personal and sensitive information that is reasonably identifiable under the Privacy Act and the Disability Services Act. Consent will be sought in writing wherever possible, or verbally where the individual may be witnessed by an identified advocate or person responsible.

Use and of personal information

QIP Certifications takes all reasonable steps to ensure that all personal information held in electronic or hard copy is only used for the following circumstances:

- Workforce management and planning;
- Contract management;
- Audit activities;
- Reporting activities;
- Emergency and crisis management;
- Mandatory reporting and other regulatory or legislative requirements;
- Risk management;
- Gathering research data for internal measurement and sector development; and
- Quality control activities.

Disclosure of personal information

QIP Certifications has a process available for an individual or a regulatory agency to make an access request.

QIP Certifications discloses personal information in the following circumstances:

- Identity of the individual who requests to access own information is verified using APP guidelines;
- Request from a verified officer of a government agency for the purposes of mandatory reporting, other illegal conduct or fraud; and
- Court subpoena.

QIP Certifications will not adopt a government related identifier of an individual as an internal identifier for business or audit activities or use or disclose a government related identifier at any time.

Security and protection of personal information

QIP Certifications takes all reasonable steps to protect and secure the personal information held from misuse, interference, loss and from unauthorised access, modification and disclosure. All reasonable steps to destroy and de-identify personal information held once it is no longer required for business and audit purposes.

All personal information collected by QIP Certifications is held electronically on QIP Certifications secure information systems. Secured personal information can only be accessed by authorised employees using managed password permissions. Contractors who require personal information access for client audit activities will have time limited access only.

All employees and contractors, committee members and the board undertake induction and annual training in the QIP Certifications Privacy Policy and procedures to promote a culture of privacy and maximise the protection of individual and sensitive information.

Personal information may be held in hard copy in some instances. Hard copy information is protected in locked cabinets accessed by authorised employees and contractors only. Access to hard copy personal information for contractors is limited to the audit activities they are contracted to deliver.

De-identification and destruction of personal information

Personal or sensitive information gathered about client's participants (including children and vulnerable persons) and employees as part of audit activities, will be de-identified at all times and will be destroyed or deleted within 30 days of QIP Certifications granting certification to a client.

Some personal information may be held for business purposes only including employee and contractor information.

QIP Certifications, as part of the Australian General Practice Accreditation Limited (AGPAL) group of Companies, shares a secured digital network, server and hosting infrastructure with other companies within the AGPAL Group. QIP Certifications applications are hosted on our own drive on secure server hardware, co-located in the Digital Sense data centre in Brisbane.

AGPAL group of Companies servers are protected with up-to-date malware. AGPAL group Digital infrastructure is managed under AGPAL Group ICT policies and procedures that are available on request.

Anonymity and pseudonymity

QIP Certifications, in order to verify evidence for certification frameworks, will make available options for anonymity to clients' participants (customers), employees, volunteers and other parties who will be required to supply personal and some sensitive data during audit activities.

Unsolicited information

QIP Certifications does not use direct marketing processes or disclose personal or sensitive information to any overseas parties or organisations. From time to time unsolicited information can be received by employees and contractors in the course of audit activities. Unsolicited information is maintained securely in the same manner as all other information and follows our strict digital and document control processes.

Quality of personal information

QIP Certifications will take reasonable steps to ensure that all personal information collected during business or audit activities is accurate, current and complete.

In any exceptional circumstances requiring disclosure of personal or sensitive information, QIP Certifications will ensure that all reasonable steps are taken to disclose the most current information that is available. This includes contacting the client or individual to obtain current information, as required.

Requests for access to personal information

QIP Certifications is committed to open and transparent information management. As such we support any individual who requests access to any personal information held by our company.

QIP Certifications has a process in place that ensures:

- Requests can be made in person, by phone or in writing including email;
- Each request is documented by the designated privacy officer;
- Each individual identity is verified by the privacy officer using current identity documents or persons responsible in specific cases;
- The privacy officer will control all information retrieval and will send all communications to the individual in their preferred manner;
- The privacy officer will be responsible to maintain information confidentiality and security,
- Refusals will be governed by the criteria outlined in APP 12;
- In cases of formal refusal under APP 12, all reasonable steps will be taken to meet the needs of the individual and of the company, including the use of an intermediary;
- All requests will be responded to and responses will be in writing and signed by the Manager;
- In cases of refusal under APP 12, the individual will be contacted directly to seek other options to satisfy their request;
- Any information contained in documents held that identify other persons or other non-relevant information will have that information deleted;
- The process will take no more than 30 days;
- Where a person requests that their information be changed in any way the same process will be followed;
- The requesting individual will be given information on making an internal and external complaint about any decision made at the time of the request and in the formal response letter; and
- In any case of complaint an external mediator will be appointed to maintain impartiality.

Reviews and revisions

QIP Certifications reviews its Privacy Policy annually or as required by regulatory changes. QIP Certifications also reserves the right to change its Privacy Policy at any time. Notifications about changes to this Privacy Policy will be emailed to all stakeholders and an updated version posted prominently on our website.