

Privacy Policy and Procedure

1. Purpose

1.1. This policy and procedure describe how MediQuest supports information privacy and meets the requirements of the Australian Privacy Principles, the Victorian Information Privacy Act (2000), the requirements of the Student Identifiers Act (2014) and the National VET Data Policy.

1.2. This Policy should be read in conjunction with the following policies and procedures:

- Contractual, Legislation and Insurance

2. Scope

2.1. All staff of MediQuest Pty Ltd are directly affected by this Policy.

3. Authority

3.1. This policy and procedure are issued on the Authority of the Director. It is the responsibility of the Training Manager and Compliance Manager to monitor compliance with the policy. All staff are responsible for the implementation of the policy.

4. Review

4.1. This Policy and Procedure are reviewed in accordance with the Policy and Procedure Review Schedule or at need.

5. Definitions

| Term | Definition |
|------|--|
| AQTF | Australian Quality Training Framework Essential Conditions and Standards for Continuing Registration |
| USI | Unique Student Identifier |
| APP | Australian Privacy Principle |

6. Policy Statement

6.1. MediQuest respects the privacy of all clients and is committed to protecting personal information provided to us.

6.2. This policy outlines how we handle personal information including;

- Collection and safeguarding of personal information.
- Use and disclosure of personal information.
- Client rights to access their personal information.

6.3. MediQuest complies with both the Australian Privacy Principles and the Victorian Information Privacy Act (2000).

- 6.4. MediQuest complies with the National VET Data Policy including complying with Condition 6 of the AQTF.
- 6.5. MediQuest includes the Privacy Notice and Student Declaration within the Student Enrolment form.

7. Procedure

7.1. Collection of Personal Information:

- 7.1.1. For many services provided, MediQuest is required to collect personal information including the client's name, address, contact details and information specific to the service being delivered.
- 7.1.2. Some services require collection of sensitive information such as health information and criminal convictions. Collection is by lawful and fair means and is not unreasonably intrusive.
- 7.1.3. When collecting personal and sensitive information, MediQuest ensures that clients are made aware of:
 - a) MediQuest's identity and how to contact us.
 - b) Their right to access their personal information.
 - c) The purpose for collection.
 - d) The organisation/s we disclose their personal information to.
 - e) Any law that requires the particular information to be collected.
 - f) The consequences, if any, for the client if they do not provide the information required.
- 7.1.4. MediQuest makes every effort to collect personal information directly from the individual client. Where this is not possible, such as when a client is referred by a third party or when taking group enrolments, MediQuest contacts each individual client to ensure they are aware of the points listed above.
- 7.1.5. MediQuest collects sensitive information only when it is directly related to client health or the client has given written consent for other sensitive information.

7.2. Safeguarding Personal Information:

- 7.2.1. MediQuest ensures information provided to us remains private and protected from misuse, loss, unauthorised access, modification or disclosure. Security measures in place include;
 - a) Individual password access to systems and databases.
 - b) Secure filing cabinets.
- 7.2.2. Access to information is restricted to relevant, authorised staff.
- 7.2.3. Information deemed inaccurate, irrelevant or out of date is
 - 7.2.3.1. destroyed in a way that renders it unusable, often by means of shredding or
 - 7.2.3.2. updated to maintain accuracy and currency.

7.3. Data Quality:

- 7.3.1. MediQuest will take reasonable steps to ensure that the personal information it collects, uses or discloses is accurate, complete and up to date.

7.4. Openness:

7.4.1. MediQuest's Code of Practice outlines our policy and practices for handling personal information and is available on request to those who request it.

7.5. Access and Correction:

7.5.1. MediQuest will provide an individual with access to personal information it holds on that person upon request (at no cost). Where an individual can show that information held about them is not accurate, current or complete, MediQuest will take reasonable steps to correct that information.

7.6. Identifiers:

7.6.1. MediQuest will only assign unique identifiers to individuals where it is necessary in order to carry out one or more of its functions or activities.

7.6.2. MediQuest will not make this unique identifier available to others and will not adopt, as its own, a unique identifier that has been assigned by another agency.

Documents to be employed when implementing this policy and procedure:

- Staff files
- Client files
- Staff meeting agendas and minutes
- Strategic & Business plan
- Complaints and Appeals Policy and Procedure
- 2018-2019 Standard VET Funding Contract (extended to 31 December 2020), any successive or replacement funding contract.

Revision History

| Date | Revision | Revised by |
|------------|---|-----------------|
| 01/05/2012 | Created | Chris Donaghy |
| 01/05/2013 | Revised | Denise Dawson |
| 23/06/2016 | Revised and updated to meet 2016 requirements | Brianna Moore |
| 9/05/2018 | Revised, National VET Data Policy included | Barrie Campbell |
| 3/06/2019 | Revised and updated | Barrie Campbell |
| 13/02/2020 | Revised and updated | Denise Dawson |