

Summary

The Prince Charles Hospital Foundation (TPCHF) relies on volunteers to provide support to patients, outpatients, visitors and staff to The Prince Charles Hospital, Caboolture Hospital and their associated Satellite Hospitals, and to assist with the activities of TPCHF.

This Privacy Policy applies to personal information of those hospital volunteers, as it is collected and processed by TPCHF. It supplements the information provided about TPCHF's privacy practices in its General Privacy Policy.

If you have a question or concern in relation to our handling of your personal information or this Privacy Policy, you can contact us by email to governance@tpchfoundation.org.au (or other methods specified at the end of this policy).

1. What personal information do we collect and hold?

We collect and hold the following information about our hospital volunteers.

Application

As part of the application process we may collect personal information including:

- Name and contact details including address, phone and email
- Emergency contact details including their relationship to you
- Details of your experience with the general public (Optional) and in a hospital or office environment (Optional) and any other relevant experience and skills
- Languages other than English (Optional). If provided this information will be used to target support to appropriate individuals with particular language requirements
- Whether you are of Aboriginal or Torres Strait Islander origin. (Optional) If provided this information will be used to target support to particular individuals and to provide you with additional opportunities that may be of interest
- Reasons for volunteering including volunteer roles you are interested in
- Medical information including existing medical disability, condition or injury and any medication that may affect your work
- Availability times and dates
- Referee contact details
- Information relevant to an application for a Criminal History Check and a Blue Card
- Notes from interviews
- Reference checks

Checks

To comply with Queensland Health requirements and to ensure you are a suitable candidate for hospital volunteering we collect and handle personal information including:

- Criminal history check related information, including copy of acceptable identification documentation, and results from check;
- Volunteer Blue Card application, including copy of acceptable identification documentation and application results;
- Vaccination/immunity status, which may include evidence of vaccination and immunity status;
- Tuberculosis risk assessment related information

Please note: TPCHF may process checks including the criminal history check, the vaccination and immunisation tests, and Tuberculosis risk assessment through Queensland Health, using a Queensland Health form. This information will also be shared with Queensland Health to meet their requirements for hospital volunteers.

Please note: TPCHF may process checks including the Blue Card application through Blue Card Services.

Volunteer management

Once you commence with us as a hospital volunteer, we may collect and handle information relevant to your time with us, including:

- Information collected as part of our on-boarding processes including car registration details (optional) if onsite parking will be accessed;
- Records relating to your volunteer work with us and events you have volunteered in, including timesheets, detailing your shifts with us;
- Information related to work, health and safety matters including Incident reports relating to any incidents in which the volunteer may be involved;
- Information collected as part of our off-boarding processes.

Sensitive information

As part of the above, we need to collect sensitive information about you. At all times, we will limit the collection of sensitive information to the minimum required in the circumstances. If we collect your sensitive personal information, we will do so only with your consent, unless it is necessary to prevent a serious and imminent threat to life or health, or as otherwise required or authorised by law, and we take appropriate measures to protect the security of this information.

2. How do we collect personal information?

Directly from you

We collect information directly from you, via completed forms and interviews.

From others

We may also receive information from third parties including your referees and government agencies as part of our standard checking procedures. If we collect details about you from someone else, we will only ask for or collect personal information that is reasonably necessary for one or more of our functions or activities.

3. How do we use your personal information?

We use or disclose your personal information for the purposes for which you have provided it, or for purposes permitted under the Information Privacy Act, or for the purposes set out in this Privacy Policy.

As a current or prospective volunteer, our primary purpose in collecting and handling information about you is to assist us in providing support to patients, outpatients, visitors and staff.

We may use your personal information to answer your queries or communicate with you, process your volunteer application, commence, manage and support your volunteering role(s), manage and respond to work, health and safety matters, contact you about current or future volunteering opportunities, receive feedback and complaints and meet professional and legal obligations.

4. Disclosure of personal information

We may disclose your personal information to third parties in accordance with this Privacy Policy in order to carry out our day-to-day functions and activities and to ensure compliance with relevant laws and regulations. These third parties include Queensland Health and related service providers.

We may otherwise disclose personal information for the purposes described in our Privacy Policy to:

- our employees;
- third party suppliers and service providers (including IT service providers);
- professional advisers and agents;
- government agencies, regulatory bodies and law enforcement agencies, or as required, authorised or permitted by law.

5. How do we protect your personal information?

We will take reasonable steps to ensure the personal information that we hold about you is kept confidential and secure. Information collected and held by TPCHF is available only to those staff and volunteers who require access in order to do their jobs.

6. How you can access your personal information

We will endeavour to keep your personal information accurate, complete and up to date. Please let us know at any time how we may update the information we hold about you.

If you wish to make a request to access and/or correct the personal information we hold about you, you should make a request by contacting us (see section 7 below).

7. How to contact us

If you have a question or concern in relation to our handling of your personal information or this Privacy Policy, you can contact us for assistance as follows:

Email: governance@tpchfoundation.org.au

Post: Privacy Officer
The Prince Charles Hospital Foundation
GPO Box 3175
BRISBANE QLD 4001

Telephone: 1800 501 269

8. Legal

TPCHF is covered by the Information Privacy Act 2009 (Qld) (Information Privacy Act) which imposes specific obligations when it comes to handling personal information.

In this Privacy Policy, 'personal information' has the meaning given to it in the Information Privacy Act. In general terms, it is any information that can be used to identify you personally. This may include information or an opinion that personally identifies you either directly (e.g., your name) or indirectly.