



Support for Learning

# Privacy Statement

Current as of: **04/07/2022**

This Privacy Statement outlines the way in which your information is collected, stored, and used when accessing the services of the Support for Learning team at the University of Southern Queensland, and was developed in accordance with the:

- *Education Services for Overseas Students (ESOS) Act 2000*
- *Higher Education Support Act 2003*
- *Information Privacy Act 2009*
- *Right to Information Act 2009*
- *Privacy Act 1988*
- *Information Privacy Principles 2009*
- *Australian Privacy Principles 2014*

## Introduction

This privacy statement is to provide information to you, our patient/client, on how your personal information (which includes your health information, as appropriate) is collected and used within our service and the circumstances in which we may share it with third parties.

## Why and when your consent is necessary?

When you register as a patient/client of our Service, you provide consent for our staff to access and use your personal information so they can provide you with the best possible support. If we need to use your information for anything else, we will seek additional consent from you to do this.

## Why do we collect, use, hold and share your personal information?

Our Service will need to collect your personal information as part of an assessment, diagnosis (if necessary) and intervention for your presenting issue. Our main purpose for collecting, using, holding and sharing your personal information is to manage your health and wellbeing. We also use it for directly related business activities, such as financial claims and payments and practice audits.

The information is retained in order to document those matters relevant to the services provided and enables staff to provide an appropriate and informed service.

The Service will take such steps (if any), which are reasonable to ensure that the collection of the information does not intrude to an unreasonable extent upon your personal affairs.

## What personal information do we collect?

The information we will collect about **all** clients of our Service includes:

- names, student number, date of birth, addresses, contact details

Students studying with UniSQ who wish to request reasonable adjustments are required to register with our Accessibility and Disability Services and provide supporting Health Practitioner documentation outlining details of the specific disability, injury, mental health or medical condition, and the functional implications of this condition in the university environment.

## How do we collect your personal information?

The Service will not collect personal information by unlawful or unfair means. Our Service will collect your personal information:

1. When you make your first appointment our staff will collect your personal and demographic information via your registration, either in person or through Peoplesoft.
2. We may also collect your personal information when you send us an email or telephone us, or, when you engage with us as an individual or as a member of a group, either face-to-face, or online.
3. In some circumstances personal information may also be collected from other sources. Often this is because it is not practical or reasonable to collect it from you directly. Staff will have access to your UniSQ student profile for collection of personal information. Your consent is required if we intend on collecting information from:
  - your guardian or responsible person if under the age of 18
  - other involved healthcare providers, such as specialists, allied health professionals, hospitals, community and health services
  - your health fund, Medicare, or the Department of Veteran's Affairs (as necessary)

For information on how the University handles your personal information outside of our Service, you can refer to the USQ Privacy Statement located at <https://www.unisq.edu.au/about-unisq/governance-leadership/corporate-responsibility/privacy/privacy-statement>

## Who do we share your personal information with?

The quality of our services relate to a best-practice model of multidisciplinary teamwork whereby staff within our Department may consult with one another to discuss various aspects of your support.

By registering with our Service, you are consenting to the sharing of your information, limited to the need:

- with third parties who work with our Service for business purposes, such as accreditation agencies or information technology providers – these third parties are required to comply with the Privacy Principles and this privacy statement (information provided to third parties for business purposes is de-identified)
- if the disclosure or use of information is required or authorised by or under law
- if USQ believes on reasonable grounds that the disclosure is necessary to prevent or lessen a serious and imminent threat to the life or health of the individual concerned or of another person, when it is impractical to obtain the patient/client's consent
- if the disclosure is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of the public revenue, to law enforcement agencies only
- to assist in locating a missing person

- when there is a statutory requirement to share certain personal information (eg some diseases require mandatory notification)
- If you are an international student and there is a reason to believe you may have breached your VISA conditions, we are required to report your circumstances to the ESOS Compliance Coordinator as per the *Education Services for Overseas Students (ESOS) Act 2000*
- if you have consented to the disclosure.

Only people that need to access your information will do so. Other than in the course of providing private psychology services or as described above in this policy, our Service will not share personal information with any third party without your consent, unless required by law.

Students with a disability may have their student identification number, with no other identifying information, released to the Department of Education and Training for funding purposes under the *Higher Education Support Act 2003* in our endeavors to seek additional support for students with disabilities.

Our Service may use your personal information for marketing and communication purposes. If you do not wish to receive further communications from us, you may opt-out of direct marketing at any time by notifying the Service via email at [student.success@usq.edu.au](mailto:student.success@usq.edu.au)

## How do we store and protect your personal information?

Your personal information may be stored at our Service in various forms.

The Service maintains records of client files which are held in onsite secure cabinets and/or an electronic database, with restricted access to authorised staff only. The service provided is subject to various legislative enactments including the *Information Privacy Act 2009* and the *Right to Information Act 2009*. The *Privacy Act 1988* also applies to personal information held by our Service which may include your name, address, contact phone numbers, and other information that is relevant to the service being provided.

UniSQ retains and disposes of records in accordance with its obligations under the Public Records Act 2002.

## Will your information be stored overseas?

Your information may be transferred outside of Australia and securely stored on servers overseas, through the use of cloud storage by UniSQ and/or its service providers.

## How can you access and correct your personal information at our Service?

You have the right to request access to, and correction of, your personal information.

As a client of our services you may access your personal information held by USQ subject to, the provisions of the *Information Privacy Act 2009*, the *Right to Information Act 2009* and the *Privacy Act 1988*. Requests for access to personal records can be made to [student.success@usq.edu.au](mailto:student.success@usq.edu.au).

If you are unsatisfied with the outcome of the request, you have the right to submit an application to:

The Privacy Officer  
Legal Services via email:  
[rti-privacy@usq.edu.au](mailto:rti-privacy@usq.edu.au)

We will take reasonable steps to correct your personal information where the information is not accurate or up-to-date. From time-to-time, we will ask you to verify your personal information held by our

Service is correct and up-to-date. Your personal information and contact details can be updated through your USQ Studydesk portal or by contacting [usq.support@usq.edu.au](mailto:usq.support@usq.edu.au)

The requirement to update personal information is subject to any applicable limitation in a law of the Commonwealth or the state of Queensland that provides a right to require the correction or amendment of documents. We shall, if so requested by you, take such steps (if any) as are reasonable in the circumstances to attach the record of any statement provided by that individual of the correction, deletion or addition sought where:

- a) Our Service is not willing to amend that record, by making a correction, deletion or addition, in accordance with a request by the individual concerned; and
- b) No decision or recommendation to the effect that the record should be amended wholly or partly in accordance with that request has been made under the applicable provisions of a law of the Commonwealth.

## Feedback and complaints process

Patient/client feedback is of great importance to us. If you have any suggestions, ideas or you would like to provide feedback about the service, you can either:

- Speak with a staff member from our Service
- Submit written feedback to [student.success@usq.edu.au](mailto:student.success@usq.edu.au)

We take complaints and concerns regarding privacy seriously. You should express any privacy concerns you may have in writing. We will then attempt to resolve it in accordance with our resolution procedure.

Clients are encouraged to raise concerns regarding the management of their personal information held by UniSQ by informing staff of our Service, and/or;

In accordance with the Information Privacy Act 2009, you obtain the right to make a privacy complaint to the University Privacy Officer:

The Privacy Officer  
University of Southern Queensland  
West Street  
TOOWOOMBA QLD 4350  
Phone: +617 46312065  
Email: [rti-privacy@usq.edu.au](mailto:rti-privacy@usq.edu.au)

Other feedback or complaints can be made by following UniSQ's formal *Feedback, Complaints and Appeals* system at <http://www.usq.edu.au/current-students/support/complaints-appeals>

You may also contact the Office of the Information Commissioner (OIC). Generally the OIC will require you to give them time to respond, before they will investigate. For further information visit <https://www.oic.qld.gov.au> or call the OIC on (07) 3234 7373.

***This Privacy Statement is reviewed regularly to ensure it is in accordance with any changes that may occur. Patients/clients will be notified if/when any amendments are made to the privacy statement. This Privacy Statement has been developed in accordance with the Information Privacy Principles 2009 and the Australian Privacy Principles 2014.***