Privacy Collection Notice

Kambu Aboriginal and Torres Strait Islander Corporation for Health (Kambu Health)

This document is issued and maintained in accordance with the organisation's Quality Management System. It has been reviewed, approved, and is subject to version control to ensure accuracy, relevance, and compliance with applicable standards. Unauthorised reproduction or use of uncontrolled copies is prohibited.

1. Who Is Collecting Your Information

Kambu Health is an Aboriginal and Torres Strait Islander community-controlled health organisation providing primary health care, family and community services, and early childhood education across Ipswich and West Moreton regions. When you access any of our services, we collect personal and sensitive information to deliver safe, appropriate and culturally responsive care.

2. What Information We Collect

All Services

- Full name, date of birth, gender and address
- Contact details including telephone, email address
- Government identifiers including Medicare number, Centrelink/DVA numbers
- Emergency contact and next-of-kin details
- Cultural background and preferred language

Primary Health Care

- Health status, medical history and clinical care information
- Pathology, imaging and investigation results
- Referral and correspondence from other health providers
- Individual Healthcare Identifier (IHI)
- Health insurance and financial information where relevant

Family Services (Family Wellbeing Service / Family Participation Program)

- Family composition and household information
- Domestic and family violence risk information where applicable
- Case notes, service plans and referral information
- Information about children in the family unit

Amaroo Early Learning and Development Centre (Kindergarten)

- Child's full name, date of birth, gender, address and Medicare number
- Parent/guardian contact details, cultural background and home language
- Medical management plans, allergies, dietary restrictions and immunisation status
- Custody arrangements, parenting orders and court orders
- Emergency contacts and authorised pick-up individuals
- Photographs and video recordings (with your explicit consent)

Website and online services

- Name and contact details submitted via contact or enquiry forms
- Analytics data – page visits, browser type, device type (via cookies)
- IP address and session identifiers where you are reasonably identifiable

How we handle website information: We use analytics and cookies only to keep the site secure and to understand how it is used. We do not use this information to identify you and we do not add it to your client record. You can refuse or delete cookies through your browser settings and the site will still work.

Information you submit through a contact or enquiry form is used only to respond to your enquiry. If you go on to become a client, it is added to your client record and handled as set out above. We do not sell website information and we do not use it for marketing.

3. Why We Collect Your Information

We collect your personal and sensitive information to:

- Provide, coordinate and manage health care, family support and early childhood services
- Fulfil our legal and regulatory obligations under applicable legislation
- Meet reporting obligations to funding bodies and government agencies
- Improve the quality and safety of the services we deliver
- Contact you about your care, appointments or service access

Where collection is required or authorised by law, we will tell you at the time of collection.

4. Sensitive Information

Some of the information we collect is 'sensitive information' under the *Privacy Act 1988* (Cth), including health information, cultural and ethnic background, and domestic and family violence-related information. We collect sensitive information only with your consent, or where permitted or required by law. Sensitive information is given a higher level of protection and handled with the utmost care.

5. How We Hold and Protect Your Information

- Electronic records are stored on secure, access-controlled systems maintained by authorised IT service providers
- Paper records are kept in secure, locked storage
- Access is restricted to authorised staff with a legitimate need to know
- All staff are bound by confidentiality obligations
- We keep your records for the periods required by law and by our funding agreements and dispose of them securely when they are no longer required.

6. Who We May Share Your Information With

We only share your information where:

- You have given consent
- It is required to provide you with care, for example, referrals to specialists or hospitals
- It is required by law, for example, mandatory reporting, court orders or subpoenas
- It is required to assess or address an immediate risk to life or safety
- It is required under a child protection obligation
- It is required under domestic and family violence information sharing guidelines
- De-identified data is reported to a funding body or government department

We do not sell your personal information. We do not share it for marketing purposes.

Overseas disclosure: Some of our IT service providers store data on servers located outside Australia. Where this occurs, we take reasonable steps to ensure the provider handles your information consistently with the Australian Privacy Principles. Information relating to services funded by the Queensland Government is stored on servers located within Australia.

7. What Happens If You Choose Not to Provide Information

Providing your information is voluntary. However, if certain information is not provided, Kambu Health may be unable to:

- Deliver the full range of services appropriate to your needs
- Effectively coordinate your care with other providers
- Meet our legal and funding obligations

We will always tell you when information is required and what the impact of not providing it may be.

8. Your Rights

- **Access:** You have the right to request access to the personal information we hold about you.
- **Correction:** You have the right to request that inaccurate or incomplete information be corrected.
- **Withdraw consent:** You may withdraw consent to use or disclosure of your information at any time in writing.
- **Complain:** You have the right to make a privacy complaint if you believe your information has been mishandled.
- **Anonymity:** Where lawful and practicable, you may interact with us anonymously or using a pseudonym.
- **Statutory tort:** In serious cases, you may bring a direct court action for serious invasions of privacy under Commonwealth Law.

9. How to Access Your Information or Make a Complaint

To request access to or correction of your personal information, or to make a privacy complaint, please contact our Privacy Officer:

Organisation	Kambu Aboriginal and Torres Strait Islander Corporation for Health
Privacy contact	Privacy Officer
Address	27 Roderick Street Ipswich QLD 4305
Phone	(07) 3810 3000
Email	feedback@kambuhealth.com.au
Website	www.kambuhealth.com.au

We will acknowledge your request within 2 business days.

For requests to access or correct your information, we will respond within 14 days wherever possible, and in all cases within 30 days.

For privacy complaints, we aim to complete our investigation within 20 business days. If we need more time, we will tell you why and when to expect our response.

If you are not satisfied with our response, you may contact:

- **Office of the Australian Information Commissioner (OAIC):** oaic.gov.au | 1300 363 992
- **Office of the Information Commissioner Queensland (OIC QLD):** oic.qld.gov.au | (07) 3234 7373

10. More Information

Our full **Privacy Policy** is available at **www.kambuhealth.com.au** and on request at any Kambu Health site, free of charge, including in alternative accessible formats upon request.

This notice is issued in accordance with Australian Privacy Principles 1 and 5 under the *Privacy Act 1988* (Cth) and the *Information Privacy Act 2009* (Qld).