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The AGPAL Group of Companies

Privacy Policy

1. Introduction

This Privacy Policy describes how Australian General Practice Accreditation Limited (AGPAL) including its related companies¹ collects, holds, uses and discloses personal information consistent with the Privacy Act 1988.

This Policy is also notification to individuals of the matters required to be notified by the Australian Privacy Principles.

An individual who provides personal information to AGPAL has access to this Privacy Policy via AGPAL's websites: www.agpal.com.au ; www.qip.com.au ; www.qipconsulting.com.au .

By providing personal information to AGPAL and having access to this Privacy Policy, an individual consents to AGPAL collecting, holding, using and disclosing personal information in accordance with this Privacy Policy.

2. Personal information collected by AGPAL

Personal information collected by AGPAL includes:

- Contact details, such as name, address, phone numbers and email address;
- Personal details, such as date of birth; gender, qualifications; education or education activities; information about an individual's membership of trade union or professional bodies; and information about an individual's membership of leadership of an association;
- Medical details or health information; and
- Bank account, credit card and other financial details.

3. How personal information is collected and held

AGPAL collects personal information of an individual directly from an individual by way of:

- Forms filled out by an individual, for example accreditation registration forms, and forms completed by an individual when they attend conferences and workshops;
- Meetings, interviews, or telephone calls with an individual;
- Business cards received from an individual;

¹ Related companies include Quality Innovation Performance Limited (ABN 34 161 364 441), Quality Innovation Performance Consulting Pty Ltd (ABN 43 111 180 904), Quality Innovation Performance International Pty Ltd (ABN 31 094 965 590)



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- Registration by an individual for e-newsletters, on the websites where this Privacy Policy is located or linked;
- During recruitment of employees and contractors; and
- Publicly available records.

AGPAL also collects an individual's personal information from:

- Contractors who perform assessor services, consisting of assessments of the performance of clients against specified standards, through assessment planning activities, on-site assessment activities and assessment/ survey reporting activities;
- Commonwealth and state government departments and agencies, including the Department of Health;
- Service providers who register to list on our website resource libraries of health related services; and
- Business partners.

Personal information collected by AGPAL is held electronically on the information technology systems of AGPAL and may only be accessed by its authorised employees and contractors who require access in connection with the purposes described in this Privacy Policy.

Some personal information is held in hard copy. This information is accessed by authorised employees and contractors who require access in connection with the purposes described in this Privacy Policy. Some hard copy personal information may be held for internal purposes and administration of AGPAL's business.

AGPAL takes reasonable steps to protect the personal information that it holds from interference, misuse and loss, unauthorised access, modification and disclosure.

4. Purposes for which personal information is collected, held and used

AGPAL collects and holds personal information for the purposes of:

- Providing accreditation services and related quality improvement services to the entire health and human service continuum from community services and primary care to secondary and tertiary health organisations.
- Conducting research in relation to the relevant industry sectors and professions;
- Internal and external auditing; and
- Any related, secondary or ancillary purposes.

5. If information or consent is not provided

Without all of the required personal information being provided by individuals, AGPAL may not be able to provide accreditation services and related quality improvement services to its clients.



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6. Disclosure of personal information

AGPAL may disclose personal information to:

- Third party service providers to perform activities in connection with the purposes described in this Policy;
- Contractors to perform assessor services and activities in connection with AGPAL's provision of accreditation services; and
- Various Commonwealth and state government departments and agencies, including the Department of Health, Medicare, and the Department of Human Services, in connection with accreditation status and access to government funding and as required by legislation.

AGPAL does not disclose personal information to persons or organisations located outside Australia.

7. Access to, and correction of, personal information

Except in circumstances set out in the Privacy Act, an individual may see and have a copy of their personal information which is held by AGPAL.

An individual may also request that AGPAL corrects their personal information if it is not accurate, complete and up to date. An individual may correct their information on the websites.

An individual who seeks to access or correct their personal information may also contact the Privacy Officer, in writing, at the address set out below.

8. Complaints

An individual may make a complaint in writing about how their personal information has been handled by AGPAL.

If an individual is concerned that AGPAL has breached his/ her privacy, he/she should provide a written complaint to the Privacy Officer at the address below:

Privacy Officer
AGPAL
PO Box 2058
Milton BC QLD 4064

By email: privacy@agpal.com.au

Tel: 1300 362 111

Fax: 1300 362 100



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AGPAL will respond to a written complaint within 30 days of receipt.

If the complaint remains unresolved, then an individual has the option of notifying the Office of the Australian Information Commissioner (OAIC). OAIC's contact details can be found at www.oaic.gov.au.

9. Changes to our Privacy Policy

From time to time it may be necessary for AGPAL to review and revise its Privacy Policy. AGPAL reserves the right to change its Privacy Policy at any time, and it may notify you about changes to this Privacy Policy by posting an updated version on the websites.