



Women's Health Information and Referral Service Central Queensland Inc.

Location: 225 Bolsover Street, Rockhampton

Mailing Address: PO Box 472 Rockhampton QLD 4700

Phone: 4922 6585 or 1800 017 382

Email: reception@whccq.org.au

Web: www.womenshealthrockhampton.com

Privacy Notice

Women's Health Information & Referral Service Central Queensland Inc. (WHIRSCQ)

Our Commitment to Privacy (HSQF 1.7, 4.1)

WHIRSCQ is committed to protecting the privacy, confidentiality, and security of all personal information collected from clients, staff, and stakeholders. We maintain secure and compliant systems for managing information in line with legislative requirements, funding obligations, and the Human Services Quality Framework (HSQF).

We only collect information that is necessary to deliver safe, effective, and person-centred services, and we handle all information lawfully, fairly, and with respect.

What Information We Collect

We may collect personal and sensitive information that is relevant to:

- Providing counselling, information, referral, and support services
- Meeting legal, contractual, and reporting obligations
- Improving service quality and outcomes

Where possible and lawful, you may choose to remain anonymous.

How We Collect and Use Information

Information is:

- Collected directly from you wherever possible
- Used only for the purpose it was collected or as permitted by law
- Managed with your **informed consent**, except where legal or safety obligations apply

We may also use **de-identified data** for reporting, evaluation, and funding requirements.

Confidentiality and Disclosure

We respect your confidentiality and will not share your information unless:

- You have provided consent
- Disclosure is required or authorised by law
- There is a serious risk to your safety or the safety of others

We will explain any limits to confidentiality so you can make informed decisions.

Data Security and Storage

WHIRSCQ stores information securely using:

- Protected electronic systems (passwords, firewalls, secure databases)

Our Mission is to Support ❖ Create ❖ Share

Women's Health Information & Referral Service CQ Inc. ABN 63 464 913 092

Funded by: QLD Government Department of Families, Seniors, Disability Services and Child Safety



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- Locked physical storage for paper records
- Restricted access for authorised personnel only

All data is stored in Australia in accordance with data sovereignty requirements.

Access to Your Information

You have the right to:

- Request access to your personal information
- Request corrections if your information is inaccurate or incomplete

Requests must be made in writing to the Manager and may require identity verification. You will be informed of the outcome in writing.

Records Retention and Disposal

WHIRSCQ maintains structured recordkeeping systems and:

- Retains records in line with legal and contractual requirements
- Securely destroys records when no longer required
- Maintains a disposal register for accountability

Data Quality and Accuracy

We take reasonable steps to ensure that all information we hold is:

- Accurate
- Complete
- Up to date

Privacy Breaches

Any suspected or actual privacy breach is:

- Taken seriously
- Reported and managed in accordance with legislation
- Addressed with corrective action where required

Complaints and Feedback

If you have concerns about your privacy or how your information has been handled, you can:

- Speak with a WHIRSCQ staff member
- Contact the Manager
- Submit a written complaint

We will respond respectfully and in a timely manner.

If you are not satisfied with the outcome, you may contact the:

Office of the Australian Information Commissioner (OAIC).

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Your Rights

You have the right to:

- Be informed about how your information is collected and used
- Access and correct your information
- Withdraw consent (where applicable)
- Make a complaint without fear of disadvantage

Contact Us

For privacy enquiries or requests:

Manager

Women's Health Information & Referral Service CQ Inc. (WHIRSCQ)

Review

This Privacy Notice is reviewed regularly to ensure continued compliance with legislation, funding requirements, and HSQF standards.

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