

Privacy Policy

Last Updated: 1 July 2026

1. About this Privacy Policy

The West Moreton Health Foundation (ABN 40 137 504 686) of 40 South Street, Ipswich, Queensland, 4305 (“**The Foundation**”, “**we**”, “**us**”, “**our**”) is a Queensland state statutory body established under the *Hospital Foundations Act 1982*(Qld) and as such must comply with the Queensland Privacy Principles (“**QPPs**”) contained in *Information Privacy Act 2009*(Qld) (“**Information Privacy Act**”). The Foundation is also subject to the *Right to Information Act 2009*(Qld).

This Privacy Policy explains how we collect, hold, use and disclose personal information and how individuals can access or correct their personal information. The Foundation is committed to providing the highest levels of service and protecting your privacy is important to us. This Privacy Policy applies to all individuals who interact with the Foundation, including but not limited to Foundation employees, vendors, supporters, volunteers, donors, grantees, visitors to the Foundation premises and Foundation website users.

2. What is personal information?

“**Personal information**” is information or an opinion about an identified individual or an individual who is reasonably identifiable, whether the information or opinion is true or not and whether recorded in a material form or not.

Personal information includes “**sensitive information**”, which is information or an opinion about an individual’s racial or ethnic origin, political opinions, religious beliefs or affiliations, philosophical beliefs, membership of a professional, trade or trade union association, sexual orientation or practices, criminal record, health information, genetic information and biometric information.

3. Personal information we collect

The types of personal information we collect depends on how you engage with us. The West Moreton Health Foundation may collect the following categories of personal information:

- a) **Employee personal records:** recruitment and employment history, payroll and administrative information, employee medical records, disciplinary and/or grievance documentation

relating to all permanent, contract and temporary staff members and employees of the West Moreton Health Foundation;

- b) **Parking customers' records:** contact details, vehicle registration numbers via license plate recognition systems and credit card details (visible only to the secured payment gateway service) for pre-paid parking services at the Ipswich Hospital and Ipswich Health Plaza;
- c) **Vendor information:** name, address, contact information, bank account details for electronic payment of accounts and Australian Business Number.
- d) **Event registrant information:** contact information, credit card details (visible only to the secured payment gateway service) and event registration details;
- e) **Supporter, volunteer and donor information:** contact information, details of support given, research from public documents and contact records;
- f) **Grantee information:** contact information, funding application details, project and proposal applications, references from referees, correspondence and disposition of requests;
- g) **Foundation Board of Directors information:** contact information, correspondence from the Minister of Health and Director General of the Health Department and other personal information needed for the Foundation to hold bank accounts, investments and trade accounts.

4. How we collect personal information

We may collect personal information directly from you when you:

- a) Visit the Ipswich Hospital and Ipswich Health Plaza;
- b) Communicate with us via email, phone, online forms or in person;
- c) Visit, access or use our Website;
- d) Register for or attend events organised or operated by us;
- e) Make a payment or donation to us or receive a payment from us;
- f) Supply products and/or services to us; or
- g) Apply for or commence employment or voluntary engagement with us.

We may also collect personal information from third parties where lawful and appropriate, including from your authorised representatives, our professional advisors, government and regulatory authorities, referees and publicly available sources.

If the personal information we collect includes sensitive information (including health or medical information), we will ask for your consent to collect this sensitive information unless we are permitted to collect it without your consent under the QPPs.

If you do not provide us with your personal information, we may not be able to provide the requested information or services to you, assess a grant or funding application, register you for an event, employ you or otherwise engage with you.

Wherever it is lawful and practicable, individuals have the option of not identifying themselves or using a pseudonym when dealing with the Foundation. Individuals who would like to deal with the Foundation anonymously or want to use a pseudonym should inform us of this.

5. Information collected via our website

When you visit our website at <https://www.wmhf.org.au/> including its subdomains and any other website we operate from time to time (collectively the “**Website**”), our internet service provider may collect information such as your top level domain name (for example .com, .gov, .au, etc.), the date, time and duration of your visit to the Website, the pages accessed, any information or documents downloaded, the previous site visited and the type of browser used. This information is used for statistical purposes only.

Our Website does not use cookies. No attempt is or will be made to identify users or their browsing activities except, in the unlikely event of an investigation, where a law enforcement agency may exercise a warrant to inspect activity logs.

Your name and address details will not be added to a contact mailing list unless you have given us permission to do this. We will not disclose any contact details to third parties without your consent, unless required by law. Our internet service provider may monitor email messages for system trouble shooting and maintenance purposes.

6. Third party links

Our Website may include links to other websites or applications provided by others. Accessing those links may allow third parties to collect or share data about you in accordance with their own privacy policies. We do not control third-party websites, and we are not responsible for their privacy practices or policies. You should review the privacy policy of any third party when you use their websites and applications.

7. Why we collect, use and disclose personal information

We collect, use and disclose personal information for the following purposes:

- a) Maintaining recruitment, employment and payroll records and managing your employment or engagement with us;
- b) Providing and administering pre-paid parking services and other pre-paid services at the Ipswich Hospital and Ipswich Health Plaza;
- c) Assessing, administering and managing grants, funding and health projects;
- d) Managing events, conferences and community engagement;
- e) Conducting fundraising and donor engagement and activities;
- f) Processing payments and managing vendor accounts;
- g) Meeting the Foundation's governing and reporting requirements under the *Hospital Foundations Act 1982*(Qld);
- h) Public acknowledgement of gifts and donations received by the Foundation directly or through its Trust Fund (unless the donator requests anonymity);
- i) Responding to enquiries, feedback and complaints and otherwise dealing with individuals;
- j) Complying with our legal, regulatory and contractual obligations; and
- k) Any other purposes which you were informed of at the time of collection or to which you have otherwise consented.

Forms and guidelines used by the West Moreton Health Foundation that solicit personal information will specify the purpose(s) for which the information is being collected and to whom the information may be disclosed.

8. Who we disclose your personal information to

For the purposes outlined above, we may disclose personal information that we hold about you to the following people and entities:

- Foundation employees, internal divisions (including the Foundation Project team) and Foundation Board Members;
- Payroll departments for parking by payroll deduction schemes;
- Your nominated representatives (e.g. your authorised representatives or legal advisors) only upon your written authorisation;
- Grant application referees, members of the Health District Ethics Committee and/or members of the Health District's Executive;
- Our professional advisors, including our accountants, auditors and lawyers;

- Government agencies and regulatory authorities and other organisations, as required or authorised by law; and
- Any other party with your consent or as otherwise permitted by law.

We only disclose personal information where it is necessary for a relevant purpose set out above and we take reasonable steps to ensure recipients handle personal information in accordance with the Information Privacy Act and QPPs.

The West Moreton Health Foundation does not currently have any existing contracts, licenses and outsourcing arrangements that utilise personal information held by the Foundation. Future contracts, licenses and outsourcing arrangements that utilise personal information of the West Moreton Health Foundation, if any, will contain the necessary provisions in order to comply with the QPPs.

9. Quality of personal information

The West Moreton Health Foundation will take reasonable steps to ensure that the personal information it collects is accurate, complete and up-to-date. We will also take reasonable steps to ensure that personal information that we use or disclose is, having regard to the purpose of the use or disclosure, accurate, up to date, complete and relevant. Please contact us via the contact details in section 14 below if any of the details provided to us have changed or if you believe the information we have about you is not accurate, complete or up-to-date.

10. Storage and security of personal information

The West Moreton Health Foundation is committed to keeping secure the personal information you provide to us and we hold about you. The Foundation takes all reasonable steps to protect the personal information it holds from misuse, interference, loss, modification, disclosure or from unauthorised access. When personal information is no longer required, we will take reasonable steps to securely destroy or de identify it.

11. Access to and correction of personal information

You may request to access the personal information that we hold about you and request us to update or correct the personal information that we hold about you if you believe that the information is inaccurate, out-of-date, incomplete, irrelevant or misleading.

Requests to access and correct personal information that we hold about you are dealt with in accordance with the QPPs and the *Right to Information Act 2009* (Qld).

If you would like to request access to or an update or correction of personal information that we hold about you, please contact us using the details in section 14 below.

We note that physical records are held at 40 South Street Ipswich, Queensland, 4305 in the office of the West Moreton Health Foundation.

12. Privacy complaints

If you believe that your personal information has not been dealt with in accordance with the Information Privacy Act or the QPPs, you may make a complaint to the Foundation using the contact details in section 14 below.

Such a complaint must be made in writing, state an address to which we may respond, set out the particulars of your complaint and must be made within twelve (12) months from the date when the act or practice subject of the complaint was suspected to have occurred.

We will acknowledge your complaint in writing within fourteen (14) days from the date on which the complaint was received. The Foundation will investigate and aim to respond within forty-five (45) business days from the date on which the complaint was received, unless we request additional time prior to the end of the response period. The Foundation will provide its response to your complaint in writing.

If you are not satisfied with the Foundation's response or the response period has ended without you receiving a response, you may make a complaint in writing to the Office of the Information Commissioner ("OIC"). For further information regarding how you can make a complaint to the OIC, you can visit www.oic.qld.gov.au/government/privacy/privacy-complaints.

13. Updates to this Privacy Policy

We may review and update this Privacy Policy from time to time to ensure it remains accurate, up-to-date and compliant with the Information Privacy Act and the QPPs. The most current version of this Privacy Policy is published on our Website and any updated versions will be effective from the date of publishing.

14. Contact us about Privacy Practices

If you have any questions, concerns or complaints about this Privacy Policy, how we handle your personal information or if you wish to request access to or correction of your personal information, please contact:

Chief Executive Officer



West Moreton Health Foundation

Postal address: PO Box 878, Ipswich, Queensland, 4305

Phone: 1300 736 428

Fax: (07) 3812 7500

Email: info@wmhf.org.au