

## Privacy

Queensland Health is committed to protecting user privacy. We understand and appreciate that you may be concerned about the privacy, confidentiality, and security of any information that you provide to us. To protect your privacy, Queensland Health must comply with the *Information Privacy Act 2009 (Qld) (IP Act)*, its Queensland Privacy Principles (**QPPs**) when handling personal information, including the collection, use, storage and disclosure of personal information.

## Collection of Evaluation Data

If you agree to participate in our surveys, we will collect and hold your personal information by way of Survey Monkey (including holding that information overseas, in the United States of America). In order to maintain the privacy of your personal information that you provide us via our evaluations on SurveyMonkey, the Learning Centre adheres to the privacy principle Security of Personal Information to ensure your information is protected. The use of self-generated unique IDs allows us to collect and match data that is collected both before and after training, and then de-identified by the Research Team for sharing with the Learning Centre and our facilitators. Personal information required to register for courses on our learning management system is collected and stored securely in a separate location (on an Australian server). In accordance with the privacy principles, when the Learning Centre deems that your personal information is no longer needed for the purpose by which your information was collected, the Learning Centre will take all reasonable steps to remove your personal information from this server.

## Withdrawal

You can withdraw at any time from completing the evaluation by closing the survey window. There is no penalty for withdrawal, nor will it affect the results of your training.

## Security of Your Information

To ensure the security of all information we collect, we take all reasonable steps to prevent risks such as loss, unauthorised access, destruction, use, modification, or unauthorised disclosure of data. Any digital or physical data is maintained in a secure environment which can be accessed only by authorised personnel. The Learning Centre adheres by the Mandatory Notification of Data Breach scheme where any eligible data breaches of the personal information we store will be reported to the Office of the Information Commissioner and affected individuals and mitigated by our data breach response plan.

## Transfer of Information Overseas

Information you provide in an evaluation will be transferred to SurveyMonkey's servers in the United States of America and may be subject to the laws of this country. However, SurveyMonkey is obliged to deal with personal information in the same way as Queensland Health. You can read more about SurveyMonkey's commitment to privacy and security of information in their [Privacy Policy](#). By completing the evaluation, you agree to this transfer of information. If you do not agree to this transfer, close the SurveyMonkey window and do not complete the evaluation.

## How to Contact Us

If you have any concerns or questions, please contact the Learning Centre Research Team at [qcmhlresearch@health.qld.gov.au](mailto:qcmhlresearch@health.qld.gov.au).