APP Privacy Policy – CheckUP Australia

1. General Practice Queensland Limited ACN 123 426 111, trading as CheckUP Australia (**CheckUP**), is a charity dedicated to better health for people and communities who need it most. We achieve this by assisting health providers in providing health services to people in rural, remote and indigenous communities throughout Queensland (**Activities**).

2. As part of our Activities, CheckUP collects and uses information from the individuals we engage. This includes information from patients, carers, support people, business contacts, service providers and individuals who seek to engage with us.

3. CheckUP is committed to providing you with the best possible experience and ensuring that any personal information it collects and uses is used and stored properly. Our collection, storage, use and disclosure of personal information is governed by the Australian Privacy Principles contained in the *Privacy Act 1988* (Cth) (**Privacy Act**). You can access the Privacy Act **here**

4. CheckUP has policies and procedures in place to ensure that the collection, storage, use and disclosure of personal information is done in a safe, secure and confidential manner to ensure your rights are protected.

You and your information

5. CheckUP will:

   (1) only collect and use information that is reasonably necessary for one of our functions as a charity, our Activities, or as required by law;

   (2) take reasonable steps to ensure that the information which it holds is accurate, complete and up-to-date; and

   (3) give an individual access to all personal information it stores about the individual in a timely manner, unless an exception applies under the Privacy Act.

Kinds of information collected

6. CheckUP collects personal information about patients, service providers, business contacts, people who seek to engage with us, and sometimes visitors to our website for the purposes of undertaking our Activities which may include marketing activities.

7. Personal information is defined in section 6 of the Privacy Act as "*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 the information or opinion is recorded in a material form or not*".

8. CheckUP will collect and hold details of individuals which include, but are not limited to:

   (1) full name;

   (2) address;

   contact number;

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(3) email address;

(4) date of birth; and

(5) in some limited circumstances patient names;

(6) in relation to individuals providing services to CheckUP, professional documentation such as professional registration and insurance details.

9. CheckUP may also collect sensitive information about patients directly from service providers where it is directly relevant to and necessary for our Activities. This includes information about:

(1) racial or ethnic origins; or

(2) health information about an individual, such as medical information.

10. CheckUP will collect personal information of patients, service providers, business contacts, people who seek to engage us and sometimes visitors to our website by:

(1) requesting information on an application form and other written forms including via our website;

(2) an individual providing personal information by way of a resume;

(3) an individual updating their records with CheckUP; or

(4) individuals contacting CheckUP by telephone, written correspondence, email, interviews, questionnaires and forms.

11. CheckUP will store the personal information of individuals in the following manner:

(1) All relevant personal information will be entered into and held on CheckUP's databases maintained on cloud-hosted secure servers. These databases are only accessible by authorised staff. The cloud-hosted servers are maintained in Australia, except for where we notify you otherwise at the time of collecting your personal information.

(2) Personal information contained in written forms and hard copy documents will be kept in safe and secure storage.

Purpose of collection, holding, use and disclosure of personal information

12. CheckUP will only collect personal information when it is reasonably necessary for one of CheckUP's Activities including:

(1) program delivery, including the facilitation and operation of Outreach;

(2) hosting events;

(3) providing training; and

(4) receiving grant applications; or

(5) satisfying government funding and reporting requirements.

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13. CheckUP will not use or disclose personal information for any other purpose unless:

(1) consent has been given by the individual;

(2) the individual would reasonably expect CheckUP to disclose the information for another purpose which is directly related/related to CheckUP's primary purpose of providing our services; or

(3) CheckUP is required or authorised by law and/or under the Privacy Act.

Access to and correction of personal information

14. You have a right to request access to your personal information that CheckUP holds about you. There is no fee involved in making such a request.

15. If you would like to access your personal information that CheckUP holds, please call 07 3105 8300 and ask to speak to CheckUP's Privacy Officer and they will assist you with your request. Alternatively, you can send a request to PrivacyOfficer@checkup.org.au or PO Box 3205 South Brisbane QLD 4101.

16. If any of the personal information that CheckUP holds is incorrect, incomplete or out of date, please let us know by contacting CheckUP's Privacy Officer and it will be corrected accordingly. CheckUP will respond to these requests within a reasonable time (usually within 30 days). If the request is refused, CheckUP will provide a written notice that sets out the reasons for refusal and how to complain about the decision.

Complaint policy

17. If you have a complaint about a breach of the Australian Privacy Principles by in relation to your personal information, please contact CheckUP's Privacy Officer.

18. The first step is to lodge your complaint in writing to CheckUP. We take any complaint regarding the privacy of personal information seriously and will work with you to try to resolve the complaint. CheckUP will consider and respond to a written complaint within a reasonable time (usually 30 days).

19. If your complaint remains unresolved, you may take your complaint to the Office of the Australian Information Commissioner. The contact details for the Office of the Australian Information Commissioner can be found via its website located at www.oiac.gov.au and are also listed below:

Office of the Australian Information Commissioner
Telephone: 1300 363 992
Email: enquiries@oaic.gov.au
Facsimile: +61 2 9284 9666
Post:

Sydney Office
GPO Box 5218
SYDNEY NSW 2001

Canberra Office
GPO Box 2999
CANBERRA ACT 2601

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20. CheckUP appreciates your feedback regarding our privacy policy. If you have any comments or queries, please contact CheckUP's Privacy Officer.

Disclosure of Personal Information to overseas recipients

21. Unless authorised by law or by you, we will not disclose any personal information to overseas recipients. If a situation arises where we need to disclose your personal information to an overseas recipient, we will obtain your consent to do so.

Amendments to this policy

22. CheckUP may change this privacy policy from time to time. When we do make any changes, we will notify you of the changes by posting an updated version of this policy to the following website www.checkup.org.au.

23. The policy was last updated in October 2026.

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