MHLEPQ
MENTAL HEALTH LIVED EXPERIENCE PEAK QUEENSLAND

SHOP 4, 67 ASTOR TERRACE
SPRING HILL QLD 4000
PO BOX 89
SPRING HILL QLD 4004
MHLEPQ.ORG.AU

PRIVACY POLICY

1. Overview

1.1. The Mental Health Lived Experience Peak Queensland (MHLEPQ) is committed to protecting the privacy, security and confidentiality of information held about you. All personal and sensitive information is collected and stored in accordance with the Privacy Act 1988 and the Information Privacy Act 2009 (Qld).

1.1.1. MHLEPQ only collects private and personal information for the purposes you have provided consent for.

1.1.2. The MHLEPQ will only use data collected for the purpose the data was collected for. If a new purpose emerges, we will seek your consent before doing so.

1.1.3. MHLEPQ collects deidentified information about how users interact with the website and communications sent by the organisation. MHLEPQ may analyse this information for continuous operational improvement.

1.1.4. We will only provide information to a 3rd party (either acting on your behalf or not) with your express permission or upon a valid order of a court.

2. Collection

2.1. MHLEPQ collects personal information that is reasonably necessary to interact with you and fulfil legislative requirements. Personal information will not be used for any other purpose than stated without the consent of the individual, unless required by law to disclose that information.

2.2. The type of personal information collected by MHLEPQ depends on your engagement with us. Generally, this includes:

2.2.1. information related to the mental health sector;

2.2.2. information about advocacy activities, or updates from the MHLEPQ;

2.2.3. details related to upcoming opportunities, engagements, events, news, forums, training, activities that may be of interest;

2.2.4. invitations for feedback and consultation to improve our operations.

2.3. As you navigate through our website, certain information can be passively collected (that is, gathered without you actively providing the information) using various technologies, such as cookies, internet tags, and navigational data collection (log files, server logs, and clickstream data). For example, we may collect information about matters including but not limited to the date, time and duration of visits and which pages of a website are commonly accessed. This information is generally not linked to your identity, except where our website is accessed via links in your email.

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3. Disclosure

3.1. MHLEPQ will not sell, trade, or exchange information without your authorisation or disclose your personal information to any other organisation, with some exceptions:

3.1.1. where it is required to provide services to you (e.g.: a third-party managing dissemination of our newsletter). Some third parties may be based, or have infrastructure, overseas.

3.1.2. the information to be passed on was collected for the exact purpose of passing that information on, or as is required by law.

3.2. From time to time, the MHLEPQ may participate in, support, or facilitate research projects, and events, or engage with external partners that may require the release of member or stakeholder information to a third party. In these circumstances, the MHLEPQ will invite members to participate voluntarily and inform them of the unique purpose and use of the data collection. Members can withdraw their consent to participate at any time by contacting us.

3.3. Our website may contain links to other websites. We are not responsible for the privacy practices of linked websites and any linked websites are not subject to our privacy policies and procedures.

4. Storage and Data Protection

4.1. Personal information is stored on the secure MHLEPQ membership database. We take all reasonable steps to protect personal information against loss, misuse and / or unauthorised access, interference, alteration, or disclosure of the information under our control. Your information will only be used and/or disclosed as provided for in our constitution.

5. Access

5.1. You may request access to your personal information by contacting us. We will respond to your request in a reasonable timeframe. Under the Australian Privacy Principles, the MHLEPQ may refuse a request for personal information with a valid reason. In the event the MHLEPQ refuses a request for personal information made by an individual, we will inform the individual, in writing of the reason for our decision.

6. Anonymity & pseudonymity

6.1. You have the option of dealing with us anonymously or under a pseudonym for some interactions. Examples of when you may prefer to remain anonymous or use a pseudonym could include expressing your views without being personally identified or asking a question over the phone without identifying yourself.

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6.2. In some instances, it may be impractical for us to interact with you if you are anonymous or utilising a pseudonym.

7. Complaints

7.1. Complaints about how your personal information are handled by us in accordance with MHLEPQ's Complaints Policy, which is available on our website. If you believe we have mismanaged your personal information or have any concerns about your confidentiality, we encourage you to contact us directly. The MHLEPQ will take every step to ensure your concerns are addressed or provide you with information to lodge a complaint. If you are unhappy with our response, you can lodge a complaint directly with the Australian Information Commissioner.

8. Your Right to Privacy

8.1. For more information about your right to privacy, privacy laws, and privacy principles in Australia, please visit the Australian Information Commissioner website. You can ask the MHLEPQ to stop sending correspondence or change details at any time by sending an email to MLEPQ or by following the opt-out procedure on any marketing material sent to you by the MHLEPQ.