MHLEPQ
MENTAL HEALTH LIVED EXPERIENCE PEAK QUEENSLAND

Privacy Policy

Mental Health Lived Experience Peak Queensland (MHLEPQ) is committed to protecting its your privacy. All personal information collected is used for the purpose of the organisation operations and complies with the *Privacy Act 1988*.

MHLEPQ collects personal information that is reasonably necessary or directly related to, its functions such as information sharing, membership, advocacy and engagement opportunities. We also collect sensitive information (such as information about your mental health experiences) with your consent.

The specific types of personal information MHLEPQ may collect, and hold includes the following: name, contact details, organisation details, business/mailing address, position title and any other information relevant to providing you with the information or services you, or someone else you know, is seeking.

MHLEPQ also collects deidentified information about how users interact with the website and communications sent by the organisation. MHLEPQ analyses this information to improve how we communicate with users.

How we collect your information

Personal information will generally be collected directly from you through the use of any of our standard forms, over the internet, via email, or through a telephone conversation with you. We may also collect personal information about you from third parties acting on your behalf.

Why we collect your information

The personal information collected and held by MHLEPQ, depends on your interaction, or engagement with the MHLEPQ. Generally, we collect personal information for the purpose of providing you with:

- general information related to the mental health sector
- information about advocacy activities, or updates from the MHLEPQ
- details related to upcoming opportunities, engagements, events, news, forums, training, activities that may be of interest
- facilitating our internal business operations, including the fulfilment of any legal requirements
- Inviting members and users for feedback, consultation, or ideas with a view improve our operations

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.

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.

Sharing personal information

MHLEPQ only uses or discloses personal information about you for the purposes for which it was collected (as set out above). Personal information will not be used for any other purpose without the consent of the individual providing that information, unless required by law to disclose that information.

MHLEPQ will not sell, trade or exchange information without permission. MHLEPQ will not pass on personal information to any other organisation, with some exceptions:

- where required for financial transactions
- in certain circumstances, may disclose personal information to third party service providers (such as contact lists used to send out newsletters using IT platforms) who assist us to administer operations and provide our services
- where you authorise us to disclose personal information
- where we disclose personal information as part of a sale of our business, or
- where the information to be passed on was collected for the purpose of passing that information on, or as is required by law.

From time to time, the MHLEPQ may participate, support or facilitate in research projects, events or engages 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 of the unique purpose and use of the data collection. Members can withdraw their consent to participate at any time by contacting us.

We are likely to disclose personal information about you overseas. For instance, our third-party service providers or other recipients may be based overseas or may use infrastructure outside Australia.

In some circumstances, the law may permit or require us to use or disclose personal information for other purposes (for instance where you would reasonably expect us to, and the purpose is related to the purpose of collection).

Keeping your information secure

The MHLEPQ will take all reasonable steps to protect personal information against loss, misuse and/or unauthorised access, interference, alteration or disclosure of the information under its control including through appropriate physical and electronic security strategies. Only authorised MHLEPQ staff are provided with access to personal information.

Accessing your information

You may request access to personal information by contacting us and 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, including:

- the organisation believes that giving you access may endanger the life, health or safety of any individual, or endanger public health or safety
- giving you access would have an unreasonable impact on the privacy of other individuals
- your request is frivolous or vexatious
- your personal information is part of existing or anticipated legal proceedings between you and the organisation

In the event the MHLEPQ refuses a request for personal information made by an individual, we will inform the individual, in writing, the reason and information on how to make a complaint.

Privacy Complaints

If you have any queries about personal information handled by us, you can contact us directly.

Email: Engagement@mhlepq.org.au

Privacy complaints can be made directly to the Australian Information Commissioner. 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 prefer, or you are unhappy with our response, you can lodge a complaint directly with the Australian Information Commissioner.

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Your Right to Privacy

For more information about your right to privacy, privacy laws, and privacy principles in Australia, please visit the Australian Information Commissioner website.