



Privacy and Confidential Information - FAQ

How will my data be used?

Practice Contact Details

Your practice contact information (and technical support contact information) will be used to engage with your practice for the purpose of:

- Inviting your practice to register for Smart Referrals;
- Arranging demonstration / site visits;
- Coordinating installations (pre-install technical checks);
- Coordinating activations and onsite training activities; and
- Contacting your practice regarding technical support – e.g. details of upgrades and outages.

Technical Details

Technical identifier information collected (i.e. HPI-O Number, certificates and Practice Management Software ID) are captured and used by Queensland Health to ensure the connection is authenticated during your installation. This information is important for the safe transfer of information within the Smart Referrals solution.

About HPI-O

The HPI-O was developed to support the positive identification of healthcare organisations. This is captured currently by Queensland Health for use in the STS (Secure Transfer Service) address book. This identifier will also be included in the referral submitted to Queensland Health to ensure the referral is sent by a valid healthcare organisation.

You, or your practice manager, will need to ensure that details of your Medicare Provider Number and Healthcare Provider Identifier – Individual (HPI-I) are up-to-date and registered with QH's Secure Transfer Service (STS). This allows QH to communicate with you electronically.

- [Medical Practice STS update form](#)
- [Individual GP STS update form](#)

About NASH Certificates

Smart Referrals will use the GP practice NASH certificate as part of authentication to verify the practice. NASH certificates are also used to encrypt and decrypt data.

Who is using my information?

Your technical identifying data will be securely stored by the Queensland Health Smart Referrals team only to establish your practice with Smart Referrals access.

It will temporarily be stored in a securely stored workbook (only accessibly by the Smart Referrals project team) until your practice setup has been successfully completed.

The Smart Referrals project team consists of PHN representatives, Queensland Health representatives, and one to two BPAC Clinical Solutions (Smart Referrals vendor) representative responsible for installations.



Will any of my information be retained following the installation?

Technical Information

Following a full successful Smart Referrals installation, your technical information used for installation and activation will be securely destroyed.

Contact Details Information

The aforementioned STS Address Book information will be retained so that your practice can receive notification letters back electronically. This information will be retained under the existing STS data retention requirements (STS is an existing established platform that has not changed with the introduction of Smart Referrals).

Queensland Health (including HHSs) will also retain your practice contact details records to identify that your practice is an active user of Smart Referrals for any future support contact required (e.g. to communicate downtime, upgrades etc.).

As stipulated in the Terms of Access document:

- You acknowledge that Personal Information about you collected by us because of your access to the Service will be held by, or on behalf of, the State, including by HHSs. This information is collected by us for the purpose of operating and managing the Service and providing you with Content. The State may use your Personal Information in accordance with the Queensland Health Privacy Policy. The State protects, collects and manages your Personal Information in accordance with the *Information Privacy Act 2009* (Qld). The State may be permitted or required to disclose Personal Information by law, under compulsion of law by a court or government agency.
- For information on how to gain access to your personal information, how we use your personal information, provision of contact details or other privacy matters, please see the Queensland Health Privacy Policy.

What if I have concerns about how my personal information is being handled?

You can lodge an information privacy complaint if you believe that the Department of Health (or Hospital and Health Service) has breached its obligations under the Information Privacy Act 2009 (Qld) (the Act) to comply with the:

- privacy principles including the National Privacy Principles, and/or
- conditions attached to a public interest approval granted under section 157 of the Act.

It's best to make your privacy complaint as soon as you are aware that your privacy may have been breached. The earlier you tell us, the sooner we can act. Make sure you tell us what outcome you are seeking or the action you want us to take.

For further information about how to make a privacy complaint go to:

<https://www.health.qld.gov.au/system-governance/records-privacy/complaints>