

# Privacy Statement

November 2025

Healthy Outback Communities <https://www.healthyoutbackcommunities.com.au/>

## About This Website

This website promotes Healthy Outback Communities (HOC) a highly collaborative, innovative model of universal wellbeing, health and social care, that aims to improve health access, equity and outcomes for people living in remote Western Queensland.

Western Queensland PHN manages and hosts this website to:

- Share news and updates about the collaboration
- Promote entry pathways to participating services
- Provide a central point of contact for public enquiries

Western Queensland Primary Health Network (WQPHN) is subject to the Privacy Act 1988 (Cth). The Privacy Act contains thirteen (13) Australian Privacy Principles (APPs) which are rules about how WQPHN may collect, use, dispose, and store personal and sensitive information, including health information and how you may access and correct records containing your personal or sensitive information.

WQPHN is committed to complying with all applicable privacy laws and protecting your privacy in accordance with the APPs.

This Privacy Statement sets out, in brief, how WQPHN handles your personal information when engaging with us through the Healthy Outback Communities website and forms.

## Collection of Personal Information

Western Queensland PHN may collect personal information through the website's 'Contact Us' form. This may include:

- Your name
- Contact details (e.g., email address, phone number)
- The nature of your enquiry

This information is used solely to respond to your enquiry or to forward it to the relevant service provider within the collaborative network.

## Use and Disclosure

Western Queensland PHN will only use or disclose your personal information:

- To respond directly to your enquiry
- To refer your enquiry to the appropriate health service provider, where relevant
- As required or authorised by law

Each health service provider within the network is responsible for managing personal information in accordance with their own privacy and governance frameworks. Once your enquiry is referred, the receiving organisation will handle your information under its own privacy policy.

## Data Storage and Security

Western Queensland PHN takes reasonable steps to protect the personal information it holds from misuse, interference, loss, unauthorised access, modification, or disclosure. Information submitted via the website is stored securely and only accessible by authorised personnel.

## Third-Party Links

This website may contain links to external websites operated by other organisations. Western Queensland PHN is not responsible for the privacy practices of these third parties. We encourage you to review their privacy policies before providing any personal information.

## Access and Correction

You may request further information, request a copy of WQPHN's full Privacy Policy or request access to, or correction of your personal information held by Western Queensland PHN by visiting <https://wqphn-dev.webflow.io/our-phn/governance/privacy> or write to WQPHN, PO Box 412, Winton QLD 4735.