Privacy & Disclaimer

Library & Knowledge Centre websites

OVERVIEW [see full statement]

Privacy statement
To use the LKC LibGuides and associated platforms, the system writes one or more cookies in your browser. These cookies are not shared with any third parties. In addition, your IP address and browser information is stored in server logs and used to generate anonymized usage statistics. LKC uses these statistics to gauge the use of library content, and the information is not shared with any third parties.

Personal information
Personal information collected by CHHHS Library & Knowledge Centre (LKC) is handled in accordance with the Information Privacy Act 2009. LKC collects your personal details to enable client registration for borrowing, manage the LKC collection effectively, to distribute library resources and promote LKC services. All personal information will be securely stored and is only accessible by LKC staff.

Your personal information will not be given to any 3rd parties. Your personal information will not be disclosed to other third parties without consent; unless LKC is unable to recover loaned materials in which case, your line manager, CHHHS Executive Directors and / or Human Resources representatives may be consulted.

If complete information is not provided to LKC, borrowing privileges and after-hours access to LKC may not be approved and LKC may not be able to provide requested information. For information about how the LKC protects your personal information, or to learn about your right to access your own personal information, please see our website at https://cairns.health.qld.libguides.com/lkc-home/about-us.

Disclaimer
Before relying on material provided on LKC websites for any important matter, staff should carefully evaluate its accuracy, currency, completeness, and relevance to ensure it is appropriate for their purpose. Links to websites and online resources are provided for convenience and do not constitute endorsement of material or of any associated organisation, product, or service.
Cairns and Hinterland Hospital and Health Service, Library & Knowledge Centre (LKC) websites

Privacy and security statement
In this privacy statement, the Department of Health and the Cairns & Hinterland Hospital and Health Service and related Health Services (HHS) are referred to collectively as 'Queensland Health'.

1. Personal information
Queensland Health is committed to protecting the privacy of our website users. We understand and appreciate that visitors to, and users of, our website, are concerned about their privacy and the confidentiality and security of any personal information they provide to us. Personal information collected by Queensland Health’s CHHHS LKC websites are handled in accordance with the Information Privacy Act 2009 (Qld) (IP Act). Personal information means any information about an identifiable living person.

The purpose of our websites is to provide our clients with easy access to service information via the internet. To deliver our services, we require clients to provide us with personal information, including name, position, work location, personal IDs and agreement with our terms and conditions (to enable registration for services and after-hours access to the LKC). This information is used to register you on our systems to enable us to send out service alerts, provide requested materials, and for the promotion of library services.

We do not disclose your personal information to third parties, except in cases where the LKC terms and conditions are not met (eg borrowed resources are not returned or lost). We may disclose your details if we need to consult your line manager, CHHHS Executive Directors, or HR representatives if you fail to comply with LKC terms and conditions.

2. Security
We take strong precautions to protect your data from loss, unauthorised access, use, modification or disclosure, and against misuse. All information we provide and collect is held within Australia using secure data servers which meet all the stringent security compliancy requirements of the Queensland Government. Data servers owned or operated by SpringShare, Prosentient, Ebsco (EDS) and Vision6 are used to store our website, library catalogue data and mailing lists.

Our sites do not provide facilities for securely transmitting information across the internet.

3. Website monitoring and cookies
When you look at our websites, our internet service and analytics provider/s make a record of your visit and log the following information for statistical purposes only:
• the date and time of visit to the site
• the pages and links accessed, and documents downloaded
• the previous site visited
• the type of browser used

This website uses ‘cookies’. A cookie is a small text file placed in your browser which allows us to store your preferences and record information about your visit. We use cookies to record usage statistics for this site, such as the number of visits, assets viewed, browser type, and the way the site is navigated. In using these cookies, we do not retrieve or record any personal information such as names or email addresses. The anonymous statistical data we collect may be aggregated and used in broader statistical analysis or to assist in making your website experience easier and more efficient.

Email messages may be monitored by our website support staff for system troubleshooting and maintenance purposes. No attempt is, or will be made, to identify users or their browsing activities except, in the unlikely event of an investigation, where a law enforcement agency may exercise a warrant to inspect website activity logs.

**Website analytics**

We also use Google Analytics on our website to gather anonymous information about visitors to our website. When you visit our web pages, your browser automatically sends anonymous information to Google. Examples of this anonymous information include the web address of the page that you’re visiting, your IP address and demographic information. Google may also use cookies. We use this data to analyse the pages that are visited, to improve your online experience and make sure our website is useful. You can read more about how Google uses data. You can choose not to allow Google to collect your information by opting out of Google Analytics or specifically opt out of Google Analytics display advertiser features.

4. LKC Website new subscriptions and forms

When you register with LKC or complete an online request form, your details are used to create email distribution lists for subscribed services (eg evidence updates) and for the delivery of services, eg article requests or notifications of resource availability. We use your email address to communicate with you, eg:

• Our systems automatically generate notices for loan due dates, overdue loans, holds (reservations) and booking confirmations
• Emailed requests from LKC to recall borrowed items for other clients with reservations
• Mailing lists for various services such as LKC news, LKC New resources, Autoalert services, Evidence update services
5. **Website correspondence and public records**
All correspondence sent to this site will constitute public records and will be retained as required by the [Public Records Act 2002](#) and other relevant legislation.

6. **Email and feedback information**
Your name and address details will not be added to any other mailing list, other than if you elect to sign up to the optional subscription/newsletter services (as mentioned above). Nor will we disclose these details to third parties without your consent, unless where the disclosure is authorised or required by or under a law.

Email messages may be monitored by the LKC team for website trouble shooting and maintenance purposes. Although every effort will be made, Queensland Health does not guarantee to reply to email correspondence received via this site. Where appropriate, emails may be forwarded internally to other business areas within the Department of Health, or to an appropriate Hospital and Health Service for direct response.

7. **Links to other websites**
Our websites and online platforms contain links to other websites. Queensland Health is not responsible for the content and privacy practices of other websites.

8. **Access to your personal information**
Queensland Health supports your right to seek access to or amendment of personal information (including your health information) we hold about you. To find out how to apply for access to or amendment of your personal information [including your health information], or to learn more about how Queensland Health protects your privacy rights, please visit [Health records and privacy](#).

[The Department of Health’s Privacy Plan (Policy) (PDF380.3KB)](#) sets out details of the types of personal information we hold, and how that information is dealt with in accordance with IP Act.

The Department of Health and the Hospital and Health Services (HHS) each have their own separate privacy plan or policy.

If you cannot locate a privacy plan or policy for a particular HHS online, you should contact that HHS and request they provide you with a copy.

LKC is a service funded by the CHHHS; we also provide services to TCHHS staff. For further Right to Information instructions for these HHS, go to:

- [Cairns and Hinterland Hospital and Health Service (CHHHS)](#) | [Privacy plan](#)
- [Torres and Cape Hospital and Health Service (TCHHS)](#)