Queensland Melanoma Institute

QMI Privacy Policy - website

About this policy

The Queensland Melanoma Institute (QMI) respects your privacy. This policy explains how we collect, use, store and disclose personal information through our website, www.qldmelanoma.org.au. It also explains how you can access or correct that information or make a complaint.

QMI operates within Metro South Health (Metro South Hospital and Health Service), a Queensland Government health agency.

We handle personal information in line with the *Information Privacy Act 2009 (Qld),* including the *Queensland Privacy Principles (QPPs),* and the Hospital and *Health Boards Act 2011 (Qld).* Our staff are bound by a duty of confidentiality under that Act.

This policy covers the QMI website only. Some personal information is handled elsewhere:

- Information collected through Metro South Health clinical services is managed under the Metro South Health privacy statement.
- Information collected through a research study or clinical trial is managed under the consent documents for that study.

In this policy, "personal information" means information or an opinion about an identified individual, or about an individual who is reasonably identifiable. Examples include your name, email address or phone number.

What we collect

We only collect the personal information we need for the activity you are taking part in.

When you..	We may collect
Make a donation	Name, email, phone, postal address, donation amount and date, whether the gift is in memory or in honour of someone. This information is collected by both QMI and the PA Research Foundation, a registered charity, who receive donations on our behalf.

	Card details are handled by our payment provider, not stored by QMI.
Create or support a peer-to-peer fundraising page	Your name, email, phone, page details, photos, your fundraising story, goal and totals, and the names and messages of people who donate to your page.
Sign up for newsletter	Name, email address and communication preferences.
Contact us or send an enquiry	Name, contact details and anything you choose to tell us in your message.
Browse the website	Technical information such as your IP address, browser and device type, pages visited, the site you came from, and the date and time of your visit.

By performing these activities, you are consenting to the collection of this data.

You can browse the website without giving us your name. You can also choose not to have your name appear publicly on a fundraising page. We still need your contact details to process a donation and issue a receipt.

Please do not send us health information through website forms. You may choose to share your own or a loved one's experience of melanoma, for example in a fundraising story. If you do, we will treat it as sensitive information and only use it for the purpose you shared it.

How we collect it, including cookies

Most information comes directly from you, when you:

- fill in a form
- donate
- create a fundraising page
- email us.

We may also receive your name from someone else, for example when they donate to your fundraising page or make a gift in your honour.

We also collect some information automatically using cookies and similar technologies. Cookies are small files stored by your browser. They identify your browser, not you, and help the website to:

- work properly, for example keeping your donation details as you move through the checkout

- remember your preferences
- show us how people find and use the site, so we can improve it, through analytics tools such as Google Analytics.

Analytics reports are aggregated and do not identify individual visitors. You can block or delete cookies through your browser settings. Some parts of the site, such as donations, may not work without them.

How we use and disclose it

We use your personal information for the purpose you gave it to us, or a directly related purpose you would reasonably expect. This includes to:

- process donations and issue receipts
- set up, display and support peer-to-peer fundraising pages
- send newsletters and updates you have asked for
- respond to enquiries and feedback
- thank supporters and recognise gifts, with your agreement
- keep accurate supporter records and meet our financial, audit and record-keeping obligations
- understand how the website is used and improve it
- prevent fraud and keep the website secure

When you make a donation, the PA Research Foundation will collect and securely store the essential data needed to manage your gift, and will process your payment securely.

We will not sell, rent or trade your personal information. We only disclose personal information outside QMI when:

- you have agreed, for example when your name and message appear on a public fundraising page
- it goes to a service provider that helps us run the website or our supporter programs (see below)
- the law requires or authorises it
- it is needed to lessen or prevent a serious threat to someone's life, health or safety.

Service providers and overseas storage

We use trusted providers to run parts of the website. They may handle your personal information on our behalf, but only for the services they provide to us.

Through its partnership with QMI, the PA Research Foundation receives and manages donations made to the QMI.

Provider	What they do
Funraisin	Hosts the QMI website
PA Research Foundation (PARF)	When a donation is made, PARF will collect and securely store the essential data needed to manage gift and will process payment securely. Card details go straight to the provider and are not stored by QMI.

Where required, our contracts bind these providers to comply with the *Queensland Privacy Principles.*

Newsletters and fundraising messages

We will only send you newsletters and appeals in two situations:

- you have signed up to receive them
- you have donated or fundraised and would reasonably expect to hear from us about our work.

Every email we send includes an unsubscribe link. You can also opt out at any time by contacting us using the details below. Opting out of marketing will not stop messages you need, such as a donation receipt.

Payment information

Through its partnership with QMI, the PA Research Foundation receives and manages donations made to the QMI.

When you make a donation, the PA Research Foundation will collect and securely store the essential data needed to manage your gift and will process your payment securely.

If you are making a donation through the website, you will be required to submit your relevant payment information including bank account details, credit card

details, billing address and invoice details. The payment information you submit through our website will be managed by Stripe Payments Australia Pty Ltd (Stripe).

If you would like to access or seek correction of your personal information, or if you have complaints regarding Stripe's privacy practices, please contact the Stripe privacy officer by emailing privacy@stripe.com

When providing your payment information, some information may be identified as mandatory or voluntary. If you do not provide the mandatory data, Stripe may not be able to effectively process your donation.

Security, retention and data breaches

We take reasonable steps to protect personal information from misuse, interference, loss, and unauthorised access, change or disclosure. These steps include:

- encrypted (HTTPS) connections
- secure payment processing
- access limited to staff who need it
- security requirements in our contracts with service providers.

We keep personal information only as long as we need it, in line with the *Public Records Act 2023 (Qld)* and Queensland Government retention schedules. After that, it is securely destroyed or de-identified.

If a data breach is likely to result in serious harm to the people affected, we will act quickly to contain it. We will also notify the Information Commissioner and the affected individuals, as required by the mandatory notification of data breach scheme in the Information *Privacy Act 2009 (Qld).*

Accessing, correcting and complaining

You can ask to see or correct the personal information we hold about you. For simple updates, such as a new email address or newsletter preferences, just contact us via melanoma@health.qld.gov.au
Formal requests are handled under the *Right to Information Act 2009 (Qld)* through Metro South Health's access to information process.

If you think we have mishandled your personal information, please tell us.

To make a privacy complaint:

Queensland Melanoma Institute

Write to us using the contact details below and say you are making a privacy complaint, email melanoma@health.qld.gov.au

1. Make your complaint within 12 months of becoming aware of the issue.
2. We will respond within 45 business days.
3. If you are not satisfied with our response, or do not hear from us within 45 business days, you can take your complaint to the Office of the Information Commissioner Queensland via privacy@oic.qld.gov.au or 07 3234 7373.

Links to other websites

Our website links to other sites, such as partner organisations, Metro South Health and social media. This policy does not apply to those sites, so please read their privacy policies.

Changes to this policy

We may update this policy as our website and services change, or as the law changes. The current version will always be on this page.

Last updated: 7 October 2026

Contact us

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