



# QPASTT

Queensland program of assistance  
to survivors of torture and trauma

## QPASTT PRIVACY STATEMENT

QPASTT collects personal information in order to deliver services to clients and as part of our day-to-day operations as a not for profit organisation. QPASTT respects and is committed to protecting your privacy. QPASTT will only collect your personal information where it is reasonably necessary for or directly related to our functions or activities.

We collect your personal information:

- with your consent, or
- where we are authorised or required by law, or
- as part of a 'permitted general situation'. This includes situations where there is a threat to life, health and safety, or there is serious misconduct

### How do we use your personal information?

Your personal information is routinely used for:

- delivering services, as part of the assessment, planning and intervention response to your needs.
- statistical analysis including:
- responding to requests for statistical (de-identified) data
- to assist in the assessment, development and identification of service strategies

Your personal information is only seen by authorised staff and is kept in order to have a record of what has happened in the course of your contact with QPASTT. This information allows us to provide the most relevant and best service possible.

### How do we collect and hold your personal information?

We collect personal information through a variety of channels, including paper forms or notices, at face to face meetings or over the phone.

When we receive your personal information from third parties, we will take steps to inform you.

We take reasonable steps to protect the personal information we hold against misuse, interference, loss and from unauthorised access, modification or disclosure.

When no longer required, personal information is destroyed in a secure manner or archived in accordance with our obligations under the Privacy Act and Archives Act 1983.

### Disclosing personal information

Your personal information will not be used for purposes unrelated to the purpose for which it was originally collected and we will not disclose your personal information to anyone, including to other agencies, organisations or third parties unless:

- you have consented
- QPASTT believes on reasonable grounds that the use or disclosure of the information is necessary to stop or lessen a serious and imminent threat to the life or health of an individual concerned or another person
- the disclosure is required or authorised by or under law

**QPASTT Main Office**

**ABN:** 50043097082

**Address:** 28 Dibley Street, Woolloongabba Qld 4102

**Postal Address:** PO Box 6254, Fairfield, Qld 4103

**T:** +61 (0)7 3391 6677 **F:** +61 (0)7 3391 6388 **E:** admin@qpastt.org.au

## How can you access your personal information?

At your request and wherever possible, QPASTT will provide you with access to the personal information we hold about you. We will deal with your request in a reasonable time. If we refuse to provide you with access to the information, we will provide you with reasons for the refusal and inform you of any exceptions relied on under the Privacy Act.

QPASTT takes reasonable steps to ensure that your personal information is accurate, complete and up-to-date. On being advised that personal information we hold about you is inaccurate, incomplete or out-of-date, we will take immediate steps to correct this information. Requests for access to personal information, or requests to make changes to personal information may be made by emailing your request to

[Admin@qpastt.gov.au](mailto:Admin@qpastt.gov.au)

## What information will be collected from the QPASTT website?

When you visit our website or download information, we will collect and store your assigned IP address, the date and time of your visit, the information accessed and the referring page. Information which you submit to us in web forms or other means may be stored and used according to this privacy statement. We may use the information you provide within QPASTT for the purposes of administering memberships, responding to your comments or questions, providing follow-up information about our activities, contributor research, reporting and to improve our website.

## How we handle emails

We will preserve the content of any email that you send us if we believe that we have a legal requirement to do so. Any personal information contained in your email, including your email address, will be used or disclosed in ways set out in this privacy statement. Your email message content may be monitored by our Internet Service Provider or QPASTT employees for troubleshooting and maintenance purposes or where e-mail abuse is suspected. E-mail is an insecure communications medium: it should not be used for confidential correspondence.

## Outside links

This QPASTT website contains hypertext links to other web sites. QPASTT is not responsible for the privacy practices or the content of such websites. Your confidential use of this site cannot be guaranteed by QPASTT. QPASTT shall not be responsible for any harm that you or any person may suffer as a result of a breach of confidentiality in respect to your use of this site or any information transmitted to or by this site.

## How to make a complaint about the handling of your personal information

If you believe we have not collected or handled your personal information in accordance with our obligations under the Privacy Act 1988, we recommend you speak to your counsellor or another QPASTT staff member. If you prefer, you can make a formal complaint by writing to the Director who will carefully consider the issue within two weeks.

We are committed to the quick and fair resolution of complaints. You may make a complaint directly to the Privacy Commissioner rather than to us, however it is generally necessary to have provided us with an opportunity to respond to your complaint in the first instance.

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