QPASTT PRIVACY POLICY

About this Privacy Policy

QPASTT respects your right to privacy. We comply with our obligations under the *Privacy Act* 1988 (Cth) and the Australian Privacy Principles. This Privacy Policy sets out how we collect, hold, use and disclose (share) your personal information.

Consent

When you provide personal information to us, you consent to our collection, holding, use and sharing of your personal information in accordance with this Privacy Policy and any other arrangements that may apply between us.

Changes to this Privacy Policy

QPASTT may update this policy from time to time. The current version will always be on the website. If you are receiving our services, your QPASTT worker will also notify you of any important changes.

Scope

This policy applies to:

- people using our services
- people who contact us for help or information
- people who take part in our programs

What is personal information?

Personal information is information that identifies you or could reasonably identify you.
This may include:

- your name and contact details
- your age, job or country of origin
- your language or cultural background
- information about your health or wellbeing

Some information is **sensitive information**, such as health details or experiences before coming to Australia. It can include religious beliefs and sexuality. We take extra care with this information.

What personal information do we collect?

If you use our services, we may collect:

- your contact details
- basic personal information such as age, job or country of origin
- information about your experiences before coming to Australia (to help us support you properly)
- other information you choose to give us, such as questions, feedback or complaints
- information which allows us to determine if you are eligible for our services (such as visa information)

HOW DO WE COLLECT YOUR INFORMATION?

We usually collect information:

- directly from you, or
- from someone who refers you to us

We may collect information:

- in person
- over the phone
- by email
- through our website

We may also collect information when:

- you make enquiries or complaints
- you register for or attend activities or events
- you subscribe to a newsletter, complete a form or survey, or take part in research

WHAT IF YOU DO NOT WANT TO GIVE US YOUR PERSONAL INFORMATION?

You do not have to give us your personal information. However, if you choose not to:

- we may not be able to provide some or all of our services
- we may not be able to respond fully to your requests

We will explain this to you if it happens.

WHY DO WE COLLECT, USE AND SHARE YOUR INFORMATION?

We collect, use and sometimes share your information to:

- provide services and support
- tailor our services to meet your needs
- keep records of services we provide
- connect you with other services that can help and support you (with your consent)
- respond to complaints or questions
- meet our legal, funding and safety requirements

We may also use or share your information if required or allowed by law (for example, where there is a serious risk of harm).

WHO DO WE SHARE YOUR INFORMATION WITH?

We may share personal information with:

- other service providers who help support your recovery or wellbeing
- contractors who help us deliver services
- interpreters or translators (who must keep your information confidential)
- government agencies, courts or regulators if required by law

We only share what is **necessary**, and we do so safely.

HOW DO WE KEEP YOUR INFORMATION SAFE?

We take reasonable steps to protect your information from:

- loss
- misuse
- unauthorised access
- unauthorised disclosure

We do this by:

- storing information securely
- limiting access to authorised staff only
- using secure systems and passwords
- training staff about privacy

Because the internet is not completely secure, we cannot guarantee the security of information sent to us online. Information sent online is provided at your own risk.

ACCESSING AND CORRECTING YOUR INFORMATION

You have the right to:

- access the personal information we hold about you
- ask us to correct information that is wrong, out of date or incomplete

To access and/or request a correction, please contact us using the details at the end of the policy. If we cannot give you access or make a correction, we will explain why and advise you what you can do next.

COMPLAINTS

You may request further information about the way we manage your personal information, or you may wish to make a complaint. If you are concerned about your privacy or believe we have made a mistake, you can contact the QPASTT Privacy Officer (refer to their details below).

We will treat your complaint confidentially. We will investigate and respond within a reasonable time. In some cases, we may need to ask you for further information. Please refer to the QPASTT Complaints Policy on our website for more details about how to make a complaint and how we will respond.

If you are not satisfied with how we have responded to your complaint, you can contact the **Office of the Australian Information Commissioner (OAIC)**. The contact details for the OAIC are available from the OAIC's website at www.oaic.gov.au.

CONTACT DETAILS

Privacy Officer
QPASTT, 28 Dibley Street, Woolloongabba 4102
Email: connect@qpastt.org.au

RELATED POLICIES

QPASTT Complaints Policy
QPASTT Client Charter
Data Breach Response Policy and Plan

DO YOU NEED HELP TO UNDERSTAND THIS POLICY?

We can:

- organise for a QPASTT worker to explain this policy in simple language
- arrange for an interpreter to assist with your understanding.