

Your privacy - Roseberry Qld (RQ) is committed to protecting the privacy of your personal information. We do this by ensuring the manner in which we collect, use, store and disclose your personal information and respond to your requests to access and correct it, complies with The Privacy Act 1988.

Collection of your information - We recognise that the personal information we collect is often of a highly sensitive nature. We have adopted the highest privacy and security compliance standards to ensure such information is protected. We may collect personal information (including sensitive and health information) regarding clients for the purpose of providing services for individual well-being, and other social and community support services to our clients.

How we hold & secure your information - We will use all reasonable endeavours to ensure that information about you is protected from misuse, loss, and unauthorised access, modification or disclosure, other than in accordance with this policy, the *Privacy Act 1988*, the Australian Privacy Principles, and the *Social Security (Administration) Act 1999 (Cth)*. Your personal information may be stored either in hard copy or electronic form in our files and/or IT systems. We keep your information for a minimum of 7 years from the date of last entry in our records (unless you were a child in which case the record must be kept until the client attains or would have attained 25 years of age). This is because we may be required to maintain such records under some laws.

How we use & disclose your information

Personal information collected by us may be used or disclosed in a secure manner:

- for the primary purposes we advise you of at the time of collection of the information by us;
- as required for delivery of health and/or community and social support and advocacy services to you;
- as required to refer you to a health service provider or to advocate on your behalf with government agencies and organisations to obtain other support services and benefits for you;
- as required or authorised by law;
- where there is a serious and imminent threat to your life, health, or safety or a serious threat to public health or public safety; or
- or secondary purposes which are directly related to the primary purpose of collection of the personal information such as for quality assurance, staff training and as may be required by our insurers.

Your right of access - We will, on request, provide you with access to the personal information we hold about you unless there is an exception which applies under the *Privacy Act 1988*, the Australian Privacy Principles, and the *Social Security (Administration) Act 1999 (Cth)*. Exceptions include where we have a legal duty not to disclose the information or where it may be harmful to you to do so. 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 1988*, the Australian Privacy Principles, and the *Social Security (Administration) Act 1999 (Cth)*.

You may correct your information - We take reasonable steps to ensure your personal information is accurate, complete and up to date whenever we collect or use it. If you think any of the personal information RQ maintains about you is inaccurate, incomplete or out of date, please contact us and, if we agree, we will take reasonable steps to correct the information or, if necessary, discuss alternative options that may be available to you.

We may need to change our Privacy Policy from time to time - Due to changing circumstances, we may need to change our privacy policy from time to time. If we do, we will endeavour to ensure your overall level of privacy protection is not diminished and will publish the changes in our updated Privacy Policy on our website. Any actions that we have taken before the change will continue to be regulated by the Privacy Policy that existed before the changes were made.

Right to lodge a complaint - If you wish to complain to us about a breach of your privacy, access your own personal information held by us, correct any information held by us concerning your own personal information or find out more about how we deal with personal information, please contact:

The General Manager

Roseberry Qld

PO Box 1439 Gladstone Qld 4680

Alternatively, our electronic Compliments, Complaints and Feedback Form is available on our website.

Further information - If you would like further information regarding the personal information we hold about you, please contact your RQ worker, or phone RQ on (07) 4972 0047, and you will be referred to the appropriate person.