



Supporting our community on all sides

Communify Queensland Ltd Privacy Policy

Date of commencement: 24 October 2019

This Privacy Policy explains how Communify Queensland Ltd collects and handles personal information. We take our privacy obligations seriously. We handle personal information in accordance with all relevant laws including the Australian Privacy Act 1988.

What is Personal Information?

In this Privacy Policy, personal information means information or an opinion about an identified individual, or an individual who is reasonably identifiable. It includes information or opinion:

- whether the information or opinion is true; and
- whether the information or opinion is recorded in a material form or not.

Personal information includes sensitive information such as health information. It includes information which we request. It also includes information which is given to us, which we have not requested.

Can I choose not to provide personal information?

You may choose not to agree to provide the personal information we request. If you make that choice, then we may not be able to provide you with our support, products, services, or opportunities. Or we may not be able to engage with you or respond to your queries or requests.

By providing your personal information to us, you confirm that you have agreed to us collecting, using and disclosing your personal information in accordance with this Privacy Policy.

We may collect sensitive information about you, such as health information. When we do so, we will seek your consent to the collection, use and disclosure of that information at the time of collection.

Types of personal information we collect include:

- Identifying information, such as your name and date of birth
- Details of services that we provide to you
- Information about how you use the services we provide
- Records of our interactions with you
- Contact information, such as your address, email and phone number
- Financial information, such as credit card, bank account or other payment details
- Details of products or services that you provide to us
- Government-issued identifiers - such as health service providers' practitioner numbers
- Usernames and passwords that you create when registering for an account with us
- Social media profile information that you make available to us or to the public
- Information about your health
- Photographs and video recordings

We collect personal information from you when you:

- participate in programs or events that we run or support
- receive our products or services
- donate
- become a volunteer
- provide us with products or services
- submit a query or request to us
- respond to a survey or fill in one of our forms

We also may collect personal information from our service providers whom we engage to provide services on our behalf, where relevant consent exists.

We collect personal information by tracking your use of our websites and mobile applications (in which case we may also collect information about your IP address, location or activity). This information helps us to keep connected with you through understanding use of our website. The information we collect may include information to enable us to personalise your experience on our website and to enable us to statistically monitor how you are using our website.

We may also use this information to conduct marketing and promotional efforts, to provide information to your browser that we think may be of interest to you, to determine the popularity of certain content.

We collect personal information in several ways. These are face-to-face; over the phone; by email; over the internet (including social media platforms); and in writing.

Purposes for which we collect and use personal information

When we collect your personal information, we will provide you with more information about the reason for the collection. We may also tell you more about any other specific matters that are relevant to collecting that information. If you have agreed, we collect and use personal information for one or more of several purposes. These will depend upon what is relevant to your situation to enable us to:

- provide support through our various community programs
- provide health services
- manage our relationship with you, including confirming your identity, responding to any queries or requests and contacting you for follow-up purposes
- provide products and services
- raise funds
- analyse use of our products and services, and carry out quality assurance activities, including through working with third parties
- provide education and training, both internally and externally
- keep you informed of our activities, including through sending out newsletters and electronic communications
- manage and develop our business and operational processes and systems
- manage and resolve any legal or commercial complaints or issues
- comply with our legal obligations

We may also use and disclose your information in accordance with your requests or instructions.

People to whom we disclose personal information

If you have agreed, we may share your personal information with some other people. This will depend upon what is relevant to your situation.

When we collect your personal information we will request your agreement to sharing it. We will provide you with more information about the reasons for the information to be shared.

If you have agreed, the other people with whom we may share your personal information, depending upon your situation, could be amongst those listed here.

- our staff, contractors and volunteers, on a 'need-to-know' basis
- our business partners, agents, professional advisors and service providers (including health service providers, translators, interpreters and other third parties we work with or engage, to provide our services
- your representatives and advisers
- government agencies, such as those who we receive funding from
- universities and research organisations
- payment system operators and financial institutions
- other parties as authorised or required by law

We may need to disclose your personal information to a third party located overseas, for a purpose set out in this Privacy Policy. In this case, we will only do so to the extent necessary. We will also take reasonable steps to ensure that the third party handles your personal information in accordance with Australian privacy laws.

We may also disclose your personal information to overseas organisations where you tell us to do so or you expressly consent to us doing so. In such cases, it may not be possible or appropriate for us to take the steps set out above in relation to the management of your information. We will tell you about this at the time.

Storage and security of personal information

We generally store the personal information that we collect in electronic databases. Some of these databases may be held on our behalf by third party data storage providers. We may also keep hard copy records of personal information in physical storage facilities.

We use physical and technical security processes to protect the confidentiality and security of the information that we hold. We will only keep your personal information for as long we need it for the purposes described in this Privacy Policy. Your personal information will be destroyed or de-identified when it is no longer required.

Access and correction

You may want to access any of the personal information that we hold about you. You may also want to correct some aspect (for example, because you think it is incomplete or incorrect). If so, please contact us using the contact details below.

In some cases, we may not be able to provide information in response to your request. For example, this could happen if for example it would interfere with the privacy of others or result in a breach of confidentiality. In these cases, we will let you know the reasons why we cannot comply with your request.

Queries and complaints

We aim to always meet the highest standards to safeguard your privacy. You may like to discuss any information contain in this Privacy Policy. If so, please contact us using the contact details below. We will make a record of your complaint or query and we will deal with the matter as soon as we can.

If we have not responded to you within a reasonable time or if you feel that your complaint has not been resolved to your satisfaction, you are entitled under the Privacy Act to make a complaint to the Office of the Australian Information Commissioner. You can contact that office:

- by phone on 1300 363 992
- Teletypewriter (TTY) users phone 133 677, then ask for 1300 363 992
- Speak and Listen users phone 1300 555 727, then ask for 1300 363 992
- Internet relay users connect to the National Relay Service, then ask for 1300 363 992.

Changes to this policy

We may make changes to this Privacy Policy from time to time, to take into account changes to our standard practices and procedures or where necessary to comply with new laws and regulations. The date this policy is due to be reviewed is May 2024. The latest version of this policy summary will always be available on our website.

Contact Details

Communify Queensland Ltd
180 Jubilee Terrace, Bardon QLD 4065
Phone: (07) 3510 2700
Email: admin@communify.org.au