



Supporting our community on all sides

# Community Privacy Collection Notice

Community is bound by the Privacy Act 1988 (Cth) and will protect your information in accordance with the thirteen Australian Privacy Principles set out in Schedule 1 of the Privacy Amendment (Enhancing Privacy Protection) Act 2012. These principles govern how we can collect, use, store and disclose personal information, how individuals may access and correct personal information held about them, as well as ensuring the quality and security of your personal information.

## Collecting Personal Information

Community will only collect personal information about you with your permission except where the law requires or allows. We will only collect necessary information about you that will enable us to provide you with requested supports and services. Information will be collected from you, and with your consent, from other stakeholders such as family members, carers, other support services and government agencies. We will keep you informed about the types of information we collect about you and how it will be used.

If we ask you for permission to collect, use and store personal information about you and you don't give it to us, we may not be able to provide you with some or all of our services.

## Why we collect personal information

We may request information about you that will enable us to:

- Determine if we can provide our service to you
- Establish your service requirements
- Provide services to you
- Work together with other key people and agencies who provide or may provide supports and services to you
- To report identified statistics to our funding partners about services that you have been provided
- To report internally and conduct research and program evaluations. Information used for these purposes will not contain any details that identify you.
- Contact you or your authorised representative in an urgent situation

## Who sees your information?

Your information is only accessible to authorised Community Qld staff. Community will not use or disclose any information about you for other purposes without consent, unless the law or safety concerns require us to do so. For example, we are concerned about your or another person's health or safety.

## Protecting your information

Community is committed to protecting the confidentiality of the information in your file and storing it securely. Laws also protect the privacy of your information. Hard copies of your information are stored in locked filing cabinets, and electronic information is stored in secure access-controlled databases or document management systems. When no longer needed, records are securely managed in accordance with relevant State Archives processes.

## **Managing your information**

At any time you can lodge a request in person, by email, phone or letter if:

- You would like to access your information
- You believe that your information held by Communify is inaccurate or not up to date.

We will review your request and notify you of the outcome within a reasonable timeframe.

Information about accessing your information and requesting corrections is set out in Communify's Privacy policy, available on the Communify website or by requesting a hard copy.

## **Complaints**

If you have a complaint about how your personal information is collected or used, or regarding the outcome of a request to access or correct your information, please contact Communify using the following contact details.

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

Alternatively, you can complete a Compliment, Suggestion and Complaints form that is available on our website or any of Communify's locations.

You can also make a complaint directly to the Office of the Australian Information Commissioner on 1300 363 992 or at [enquiries@oaic.gov.au](mailto:enquiries@oaic.gov.au).