

Privacy Statement

Personal information collected by ALARA QLD Limited is protected by the *Privacy Act 1988* (Cth) (the 'Privacy Act'), the Australian Privacy Principles (**APPs**), the *Information Privacy Act 2009* (Qld), the *Aged Care Act* and the Aged Care Principles and State and Federal Legislation related to service provision. Personal information is any information that can be used to identify you and includes sensitive health information.

ALARA follows the Australian Privacy Principles contained in the Privacy Act in handling personal information from clients / carers, business partners, donors, members of the public and people associated with ALARA (including members, volunteers, employees, delegates, candidates for volunteer work and prospective employees).

ALARA has developed a **Privacy Policy** to protect your privacy. The Policy is available in hard copy on request, or may be downloaded using the link below, and contains details information about ALARA's responsibilities, your rights, and the information that may be collected by ALARA and how it would be used. The primary purpose for collecting personal information from you is to provide disability services and supports including planning, funding, monitoring and evaluating our services. The kind of personal information we collect will depend on your relationship with ALARA (e.g., as a client, donor, business partner, employee, volunteer or member, online user of the ALARA QLD Limited website).

We usually collect personal information directly from you. However, we sometimes collect personal information from a third party such as your carer, trustee or authorised representative or from a publicly available source, but only if:

- you have consented to such collection or would reasonably expect us to collect your personal information in this way, or
- if it is necessary for a specific purpose.

We only collect personal information for purposes that are reasonably necessary for one or more of our functions or activities.

Your personal information may be used to:

- provide you with services and supports or goods
- provide you with information relevant to your support
- Undertake required reporting to government funding bodies and their partners
- process your donation or payment and provide receipts
- communicate with you about how your donation is used or about ALARA services, causes, events, services, which we believe may be of interest to you
- respond to your feedback or complaints
- answer your queries.

It may also be used for:

- any other purpose for which it was requested and which was advised to you
- directly related purposes

Please be assured that wherever possible ALARA uses information in a de-identified form. Personal information will not be disclosed to third parties without your permission, except where permitted or required under the Privacy Act.

We take steps to protect all personal, sensitive and health information and government related identifiers held by ALARA against misuse, interference, loss, unauthorised access, modification and disclosure.

You can access the personal information that we hold about you, and you can ask us to correct the personal information we hold about you. For more information, see our Privacy Policy – 'access to and correction of personal information'.

How to contact us

For further information contact us at privacy@alaraqld.org.au or alternatively you can write to us at Privacy Officer, ALARA QLD Limited, 8 Warwick Rd, Ipswich 4305

Assisted contact options are also available.