

PRIVACY POLICY

Northside Connect Inc (NCI) respects clients' rights to privacy and confidentiality and complies with the Australian Privacy Principles (APPs) contained in the Commonwealth Privacy Act 1988 (Cth) (as amended) together with the Queensland Information Privacy Act 2009. These principles govern the collection and treatment of sensitive and personal information; in particular, the accuracy of such recorded information, the disclosure of this information, the storage of this information and the destruction of these private information records.

Collection of Personal Information

In order to assist you, we need to collect and keep records (client files), which typically include certain personal or sensitive details about you and the services we provide to you. Information may be collected in a number of ways directly from you or a third party including verbally, in writing or electronically.

We will only collect information from you that we need in order to provide services to you.

We collect personal information about:

- Clients or potential clients
- People who are assisting clients or potential clients or who are on the other side of a dispute with clients or potential clients; and
- Other people the NCI comes into contact with.

Personal information may include:

- Names and significant dates including dates of birth, death, marriage/ cohabitation or separation
- Contact details including postal, street, phone and email
- Demographic information such as age, gender, relationship status and finances
- Information relating to referrals made to and from the NCI
- Information collected from you or other as a result of your access to our services
- Other information that we are required to collect by our funders or others (e.g. statutory bodies) or to provide services
- Sensitive information such as racial or ethnic background, criminal history, health information; English proficiency, need for an interpreter or disability
- Feedback from you on services provided

If you do not provide requested information, we may not be able to assist you fully Use of Personal Information

Personal information may be used to:

- Provide services
- Administer and manage those services
- Develop, enhance and evaluate our services
- As part of our funding agreement. We are required to provide to funding bodies statistical information about our services. De-identified information is given to the Government to ensure we provide quality services.

We may also send you promotional materials about our services and activities, if you no longer wish to receive such material please contact us.

Disclosure of Information

Parties who we may disclose your personal information will include:

- Staff, volunteers, students and external consultants of NCI, who have all signed confidentiality agreements
- Your approval has been obtained to release information to another party.
- The matter is being reviewed for the purpose of professional supervision and evaluation, where that person or entity has signed a confidentiality undertaking

In some instances, we may be authorised or required by law to disclose information without your consent such as:

- To fulfil legal obligations and/or contractual obligations
- To our insurers if a claim is made against the NCI
- There is a serious and imminent risk of harm to you or another person and failure to disclose information would place that person at further harm

Security of Personal Information

All personal and sensitive information will be securely stored in locked cabinets and/or password protected databases either on site at our premises or with authorised consultants, with access restricted to those who require it to work with clients and/or to carry out the services of NCI.

NCI is also committed to protecting your personal information from misuse or loss, from unauthorised access, modification and disclosure, and will take reasonable steps to do so. You are advised that there may be security risks and your data and information may not be secure, in transmitting information across the internet including email.

You have a general right of access to your own personal information after your identity is confirmed and have the right to have that information corrected if it is inaccurate, incomplete or out of date.

NCI retains all files and/or documents for a minimum of seven (7) years. We may thereafter destroy or permanently de-identify that information without further notice to you

Feedback and Complaints

Please contact NCI's Coordinator if you wish to make a complaint about NCI's handling of your private information. We will deal with your complaint as outlined in our Complaints Policy, which along with your Privacy Policy is available sending an email to:

admin@northsideconnect.org.au

If you are not satisfied with NCI's response a complaint can be made to the office of the Australian Information Commissioner or the Office of Information Commissioner Queensland.