



YOUR PRIVACY IS IMPORTANT TO US

Northside Connect Inc (NCI) is committed to protecting your privacy. We manage your personal information in line with the **Australian Privacy Principles**, the **Privacy Act 1988 (Cth)**, the **Information Privacy Act 2009 (Qld)** and the **Queensland Privacy Principles**. This notice explains how we collect, use, disclose and store your personal information.

Collection of Personal Information

To provide services, we collect and maintain client records. Information comes directly from you or from third parties (i.e. a referral), verbally, in writing, electronically or via CCTV. We only collect information necessary for delivering our services. This may include: personal and contact details, demographic information (e.g., age, gender, relationship status, financial information), referral information, service related- information, information required by funders or statutory bodies, sensitive information (e.g., racial or ethnic background, criminal history, health information, disability or interpreter needs). We collect this information pursuant to laws governing our particular services. **If you do not provide the information we request, we may be unable to assist you.**

Use of Personal Information

We use your information to: Provide, administer and manage services, improve and evaluate our services, and meet funding requirements (only **de-identified** data is shared with government). We are unlikely to send personal information overseas. If this is required, we take steps to protect your privacy.

Disclosure of Personal Information

We do not share your information without your permission unless legally or ethically required.

We may disclose information to: NCI staff, volunteers, students and consultants (all bound by confidentiality), third parties you authorise, supervisors for professional review (under confidentiality).

We may be required by law to disclose information: To meet legal or contractual obligations, to notify the OIC of an eligible data breach, to report allegations of child sexual abuse involving a child under 16 to Qld Police, to insurers if a claim is made, when there is a serious and imminent risk of harm etc.

Access, Correction and Security

You may request access to, or correction of, your personal information once your identity is confirmed. We store information securely in locked cabinets and/or password protected- databases. Only authorised personnel may access it. Please note there may be risks when sending information electronically. NCI retains electronic records in accordance with our policies and/or for **a minimum of seven (7) years**, after which they may be destroyed or permanently de-identified.

Policies, Feedback and Complaints

Our Privacy & Confidentiality Policy outlines in more detail the above information. You can request a copy of the full Policy or access it on the NCI website.

To provide feedback or make a privacy complaint, contact the **NCI Coordinator** at:
admin@northsideconnect.org.au

If you are not satisfied with our response, you may contact the **Office of the Australian Information Commissioner** or the **Office of the Information Commissioner Queensland**.