



Your Privacy Matters

We respect your privacy and are committed to protecting your personal information. We handle information in accordance with applicable privacy legislation, including the *Privacy Act 1988 (Cth)* and *Information Privacy Act 2009 (Qld)*, where applicable.

What information do we collect?

We collect personal information necessary to provide our services and carry out our organisational responsibilities. This may include contact details, health and personal circumstances, referral information, employment information and other relevant details.

We generally collect information directly from you through conversations, forms, phone calls, emails and our website. We may also receive information from others, such as referrers, where appropriate and permitted by law.

How do we use your information?

We use personal information to:

- Provide and coordinate services and support.
- Communicate with you and respond to enquiries.
- Manage employment, recruitment and organisational activities.
- Meet legal, funding and reporting obligations.
- Maintain and improve our services.

How do we protect and share information?

We take reasonable steps to keep personal information secure and confidential.

We only share information with your consent, where reasonably expected and permitted by law, or where otherwise authorised or required by law.

Your privacy rights

You can ask why information is needed, request access to or correction of your personal information, and raise concerns about how your information is handled.

You can also discuss any concerns about providing information, although this may affect the services or assistance we can offer.

Questions or privacy concerns?

Please contact GCCASV if you have questions, wish to access or correct your information, or want to make a privacy complaint.

Phone: (07) 5591 1164

Our Privacy and Confidentiality Policy and Procedure is available on request and provides further information about our privacy practices and complaints processes.

Your privacy, safety and trust are important to us.