

Your Information - It's Private

What does Carers Queensland do with information about you?

Who are we?

Carers Queensland Inc. provides services to support carers and caring families. These services include direct support such as advice and information provision, education and training, counselling, advocacy and referral.

We also represent the interests of caring families to government bodies and in the community, raise funds to support our work and contribute to knowledge about caring.

Carers Queensland is a not for profit membership organisation.

What information do we collect about you?

If you are our client, the representative of another agency, or subscriber to our magazine or e-bulletins we keep your name and contact details on your contact record.

As a client, other details such as information about your caring situation are recorded or updated each time you contact us.

If you are a member of Carers Queensland, your information is also recorded on the *Membership Register* and is subject to the requirements of the Law under which we are incorporated.

The information we collect is personal information and, in some cases, sensitive information. We will always ask your consent to collect sensitive information.

Why do we collect your information?

The information we collect helps us to keep up to date details about your needs so we can support you in the best possible way. We use this information, along with surveys and feedback, to better manage and plan our services and also to add to the body of knowledge about caring, and represent the interests of caring families.

The government departments that provide us with funding to deliver carer services also require that we provide data about the people who access our services. This data is always de-identified and your anonymity is assured.

Sometimes we may publish summaries of surveys or a research report. These never identify you as an individual.

How will your information be protected?

We are committed to protecting the confidentiality of your record. The privacy of your information is also protected by law. We treat your information in the strictest confidence and store it securely. If you send us information electronically, we don't track it or reuse it in any way.

Direct Marketing

Carers Queensland may send you direct mail for donations or to advertise our fundraising events. You may opt out of receiving these requests by contacting our Fundraising Officer on the contacts given below.

Who else sees your information?

Your information can only be seen by the professionals in this service who are involved in your support, or in specified one-off projects. Otherwise, we only release information about you with your consent or if required by law, such as in a medical emergency.

Carers Queensland does not share any collected information or mailing lists with overseas entities.

What say do you have in what happens to your information?

You have a say in what happens to your information. We rely on the information you give us to help provide the right support and information for you. If you decide not to share some of your information or restrict access to your records this is your right, but it may affect our ability to provide you with the best possible services. Talk to us if you wish to change or cancel your consent.

Can you access your information?

Yes, you have a right to request access to your information and to ask for it to be corrected if necessary. To do this you need to contact our Privacy Officer by mail or by phone as given below.

If you have a complaint

You have a right to make a complaint if you believe Carers Queensland has breached your privacy. Any complaint will be dealt with fairly and in a timely manner.

Please direct any complaint to our Privacy Officer at the contacts below.

Alternatively you may complain directly to the Australian Information Commissioner at www.aaic.gov.au.

Any other questions?

Carers Queensland's full *Privacy Policy* may be accessed at www.carersqld.asn.au or by phoning the Privacy Officer.

Carers Queensland Inc.

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