

Personal information collected by Independent Advocacy in the Tropics Inc. (IATI), and its registered Business Names is protected by the *Privacy Act 1988 (Cth)* (the Act). Personal Information is any information that can be used to identify you and includes sensitive health information.

IATI follows the Australian Privacy Principles contained in the Act in handling personal information from clients, businesses, organisations, members of the public and IANQ's people (including members, volunteers, employees, management committee members, delegates and prospective employees).

IATI has developed a Privacy Policy to protect your privacy. The policy is available in hard copy on request and contains detailed information about IANQ's responsibilities, your rights and the information that may be collected by IANQ and how it would be used.

The primary purpose for collecting personal information from you is to provide disability advocacy services to people in need, including planning, funding, monitoring and evaluation our services. The kind of personal information we collect will depend on your relationship with IATI (e.g. as a client, organisation, employee, volunteer, management committee member, member, online user of the IATI website).

We usually collect personal information directly from you. However, we sometimes collect personal information from a third party such as your Support Worker, Carer, Guardian, GP 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 it is necessary for a specific purpose.

### **Your personal information may be used to:**

- Provide you with goods or a service and provide you with educational information on disability care and awareness.
- Report to government or other funding bodies how the funding is used.
- Process your donation or grant and provide receipts.
- Communicate with you about how your donation or grant is used or about IATI's services, causes, events, services, which we believe may be of interest to you.
- Respond to your feedback or complaints and/or answer your queries.

### **It may also be used for any other purpose for which it was requested, and which was advised to you or directly related purposes.**

Please be assured that wherever possible IATI 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 Act.

We take steps to protect all personal, sensitive and health information and government related identifiers held by IATI against misuse, interference, loss, unauthorised access, modification and disclosure. Your information will not be stored or transmitted outside of Australia.

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. If you are listed on one or more of our network email lists you can opt out at any time.

## Complaints

Along with our Privacy Policy, IATI has an External Party Complaint Policy, which outlines your rights to make a complaint. Accompanying this policy is our External Party Complaints Chart (Complaints Chart) which shows you the steps that are taken in handling your complaint.

Stage 5 of the Complaints Chart advises that you will be provided with information for external bodies if your matter has not been dealt with. These bodies are:

- the National Disability Complaints Resolution and Referral Service; and
- all IATI funding bodies and their complaints mechanisms.

**Complaints to these bodies will not be submitted by IATI staff or management committee on behalf of the complainant due to conflict of interest. The person will be assisted to source an independent person to support them with these processes if necessary.**

The Department of Communities, Disability Services and Seniors can deal with complaints regarding all departmental and funded non-government services provided (or not being provided) to community members.

Complaints can be made regarding a range of issues, including:

- actions taken or decisions made by the department
- standards of care or access to programs
- appropriateness and quality of services
- agency practices, policies and procedures, and their impact on the community.

If you are unhappy with the response to your complaint, please tell the Department of Communities, Disability Services and Seniors **Complaints and Review** area as soon as possible. Call 13 QGOV (13 74 68).

If you are deaf, or have a hearing or speech impairment, and need assistance with making a complaint, contact the National Relay Service, NRS, on 1300 555 727.

For an interpreter, contact the Translating and Interpreting Service, TIS National: call 131 450 and ask to be connected to 13 QGOV (13 74 68).

For all enquiries about the Department of Communities, Disability Services and Seniors, call 13 QGOV (13 74 68).

For further information contact us at [reception@ianq.org.au](mailto:reception@ianq.org.au) or alternatively you can write to us at:

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