

Personal information collected by Independent Advocacy in the Tropics Inc., trading as Independent Advocacy Townsville (IAT) 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.

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

IAT has developed a Privacy Policy to protect your privacy. The policy is available in hard copy on request and contains detailed information about IAT's responsibilities, your rights and the information that may be collected by IAT 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 IAT (e.g. as a client, organisation, employee, volunteer, management committee member, member, online user of the IAT 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 publically 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.
- 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 IAT's services, causes, events, services, which we believe may be of interest to you.
- Respond to your feedback or complaints.
- Answer your queries.

It may also be used for:

- Any other purpose for which it was requested and which was advised to you.
- Directly related purposes.

Please be assured that wherever possible IAT 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 IAT against misuse, interference, loss, unauthorised access, modification and disclosure.

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.

For further information contact us at reception@iat.org.au or alternatively you can write to us at:

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