

Relationships Australia Queensland (RAQ) is committed to protecting the privacy of the information that we collect about you during your time with our service. We make sure that when we collect, use, store and share your personal information and respond to your requests to access and correct it, we comply with the *Privacy Act 1988* and the *Australian Privacy Principles (APP's)*.

## The kind of information we keep about you

RAQ provides a range of services, such as counselling and mediation. In order to provide these services effectively, we collect personal information such as your name, address, and telephone number as well as information about your circumstances, which help us understand your situation and service needs. We may also collect sensitive information including information about your health, partner and family details, or details about other service providers you are involved with.

## How we keep your information safe

RAQ stores personal information in different ways including electronic and paper form. The security of this information is important to us and we take reasonable measures to ensure the information is stored safely to protect it from misuse, loss, unauthorised access, modification, interference, or disclosure.

## What we do with your information

We use personal information:

- to provide you with services
- for purposes such as assessments, risk management and review in relation to your use of the service or program you are accessing
- to identify and inform you of other relevant services and programs that may be of interest to you

## How we share your information

We only share your personal information in very limited circumstances, where it is related to the service you are receiving. We will not disclose your personal information to anyone without your consent, unless it is to:

- comply with the law or when directed by a Court
- comply with a subpoena or summons
- protect a child who we have reasonable grounds to believe is being harmed or is at risk of harm
- prevent or lessen an act of violence or any threat to a person's life, health, or property, or
- ensure safety and reduce risk or harm

## What happens if you want to see your personal information

You have the right to request access to the personal information we hold about you and can request to amend your personal information on the basis that it is inaccurate, incomplete, out of date or misleading. You may also request that we share your information with another service provider or that a third party may request information from us. The *Right to Information Act 2009* applies to RAQ clients who are also clients of a State Government Department (e.g. Department of Children, Youth Justice and Multicultural Affairs).

If you have any concerns or feedback on how we manage your privacy, you can also contact the Office of the Australian Information Commissioner (OAIC). Please refer to the OAIC website [www.oaic.gov.au](http://www.oaic.gov.au).

You can read our full Privacy Policy on our website at [www.raq.org.au](http://www.raq.org.au) or ask one of our employees for a copy.