

## Your Privacy

This document is about privacy. This includes:

- Personal and sensitive information about you
- what Autism Queensland does with this information

This document will tell you how we:

- **collect** your information
- **use** your information
- **disclose** your information
- **store** your information

There are laws to protect your personal and sensitive information.

Your **personal or sensitive information** can include:

- your name
- where you live
- your date of birth
- photographs of you
- interests
- ethnicity
- political opinions
- religion
- financial information
- criminal information
- health information

**We will keep your information private – we will not tell people about it unless we need to.**

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### What Autism Queensland Keeps

We keep information about you such as:

- your name
- where you live
- your contact information (phone, email)
- your interests

We collect different information from different groups of people:

If you are a **client and family** member we may collect information about:

- your date of birth
- where you were born
- personal issues and experiences
- your family and cultural background
- your financial information
- any court information
- your photographs, videos, images or artwork

If you are a **donor** we may collect information about:

- your donation history
- your credit card or bank account information
- your credit card expiry date

If you are a **business partner** we may collect information about:

- your organisation's bank details (if we receive money from or pay money to you)
- your ABN
- the support you provide

If you are an **employee, volunteer or delegate** we may collect information about:

- your date of birth
- where you were born
- your citizenship, residency or visa details
- your previous employment information
- your qualifications
- your health information (in some situations)

If you are an Autism Queensland **Member** we may collect information about:

- your date of birth
- your credit card information
- your credit card expiry date

If you are an **online user** we may collect information about:

- your credit card information
- your credit card expiry date
- online data
  - where you have clicked on our website
  - the type of browser you use
  - the time and date of when you visited our website
  - online address

**We will not tell anyone about your information unless the law says they can know.**

## How Autism Queensland Collects Your Personal Information

### Clients and Families

We get your information from you or your parent/carer by:

- telephone
- face-to-face meetings or appointments
- forms and questionnaires
- applications or enrolments
- surveys

We will let you know if we collect information that is not direct from you, and explain to you how this information will be used.

You can consent for other people to give us your information.

Consent means you say yes.

**Let us know if you do not wish to provide certain information.**

### Employees, volunteers and members

We get your information from you by:

- telephone
- meetings or appointments
- forms and questionnaires

- applications or enrolments
- surveys

### **Donors & Business Partners**

We get your information from:

- emails
- flyers
- online registration
- telephone

## How Autism Queensland Uses Your Personal Information

We use your information to help us:

- provide you services
- contact you
- meet our government responsibilities
- meet our legal obligations

And specifically:

### **Clients and Families**

- plan for existing and future services
- produce annual reports
- research

### **Donors**

- tell you when we receive your donation
- provide you with correct receipts
- help with fundraising and marketing
- give you transparency on your donated funds

### **Business Partners**

- give you services
- when we receive your donation
- provide you with correct receipts
- pay for services
- receive your services
- provide you with information about our services

- when we ask for donations

### People (Employees, Delegates, Volunteers)

- provide you services
- when we process your application
- when we place you in a suitable service or position
- assist with services
- give you feedback
- review our programs and services
- provide information about our services

### Members

- provide you services
- contact you
- when we receive your donation
- provide you with correct receipts
- help with fundraising and marketing
- provide you with information about our services
- invite you to our events and activities
- recognize your support

### Online Users

- when we receive your donation
- when we buy things from you
- when we make a booking with you
- analyse and make improvements to our website

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## How Autism Queensland Keeps Your Personal Information Safe

We keep paper records safe in locked cabinets.

We keep information on our computers safe. Our computers are password protected.

If your information has been unlawfully obtained, we will let you know.

**We will not tell anyone about your information unless the law says they can know.**

### How You Can Access and Correct Your Information

You can tell us if the personal information we have about you is wrong.

You can contact us in writing for access or correction of your information.

We can tell other service providers about changes to your personal information for you.

### Complaints

You can contact us if you have a problem with how we handle your personal information.

We will aim to promptly resolve your complaint, usually within 30 days.

In some situations, this may take longer.

How we try to resolve your complaint:

- ask you for more information
- talk to you about options
- investigate the matter
- talk to the relevant employee
- validate your complaint and find evidence

If we are unable to validate your complaint, we may ask a lawyer or third party to assist.



You can call us on **(07) 3273 0000**



We are available **Monday to Friday** between **8.30am to 4.30pm**.



Email [admin@autismqld.com.au](mailto:admin@autismqld.com.au)



Autism Queensland welcomes all feedback.

To **lodge** your feedback, visit <https://autismqld.com.au/page/feedback>

For further **feedback assistance**, email [feedback@autismqld.com.au](mailto:feedback@autismqld.com.au)

You can find our full Privacy Policy on [our website](#).