



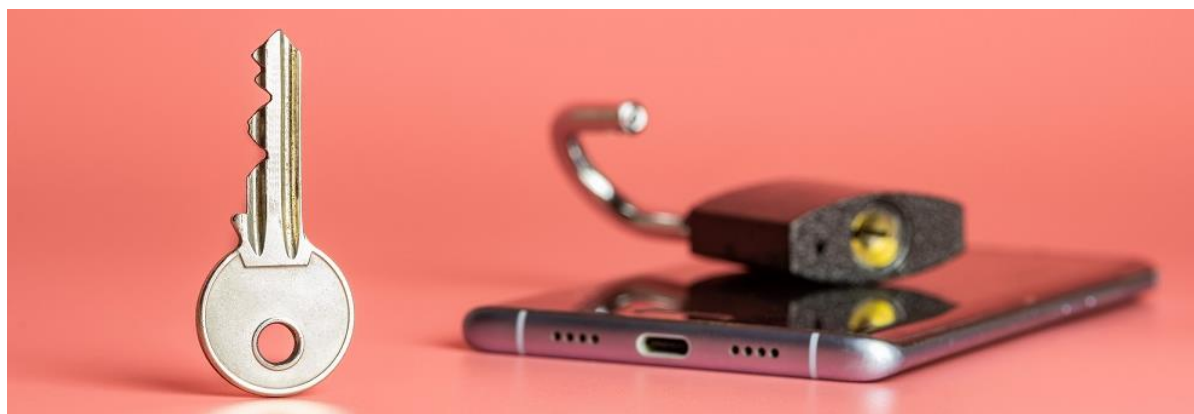
## Your Privacy:

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.



Autism Queensland follow **Australian Privacy Laws** including the **Australian Privacy Principles**.



Autism Queensland **respects** your privacy. We will not share your personal information with anyone unless we have to.

**We collect information about you when you or your carer or nominated person:**

- Talk to us
- Ask for our services
- Donate us money
- Work for us
- Volunteer for us
- Use our website.



## What Autism Queensland Collects:

- Your name
- Your date of birth
- Your address
- Your phone number
- Your email address
- Your interests
- Your ethnicity
- Your health information
- Your identification information
- Your family information
- Information about services provided

- Photographs or video of you
- You bank details if you have donated money
- Information that may help to keep you and others safe.

## How Autism Queensland Collects your information:

**We get your information from you or your parent/carer or nominated person**

**by:**

- telephone
- face-to-face meetings or appointments
- forms and questionnaires
- applications or enrolments
- surveys
- email
- online registration forms.

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.**



## How Autism Queensland Uses Your Information:

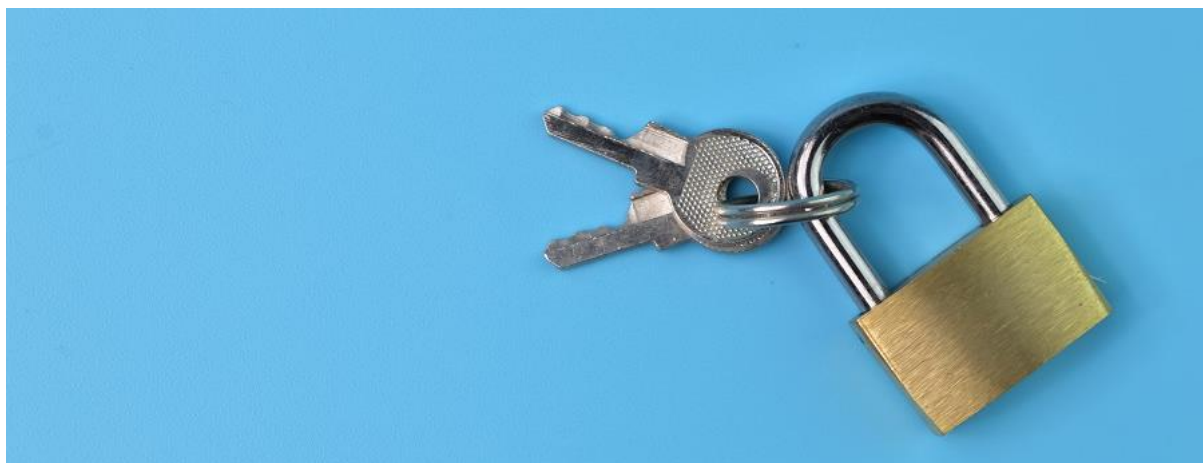
Autism Queensland may use your information to:

- To help you and provide you with services
- To contact you
- To meet our legal obligations
- To keep you safe
- To improve our services
- To conduct research
- To market our services.

**We will keep your information safe. We will not share it with anyone unless we have to.**

You can ask us to see your information or to change it. You can also ask us to stop using your information.

If you have any questions about our privacy policy, ***please talk to us.***



## 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.
- Only sharing information with those who need it.

We will not tell anyone about your information unless the law says they can know or you provide consent. You have the following rights with respect to your information:

- The right to see your information
- The right to ask us to change your information
- The right to ask us to stop using your information
- The right to complain to the Office of the Australian Information Commissioner.

If you have any questions about your rights, ***please talk to us.***

## Complaints

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

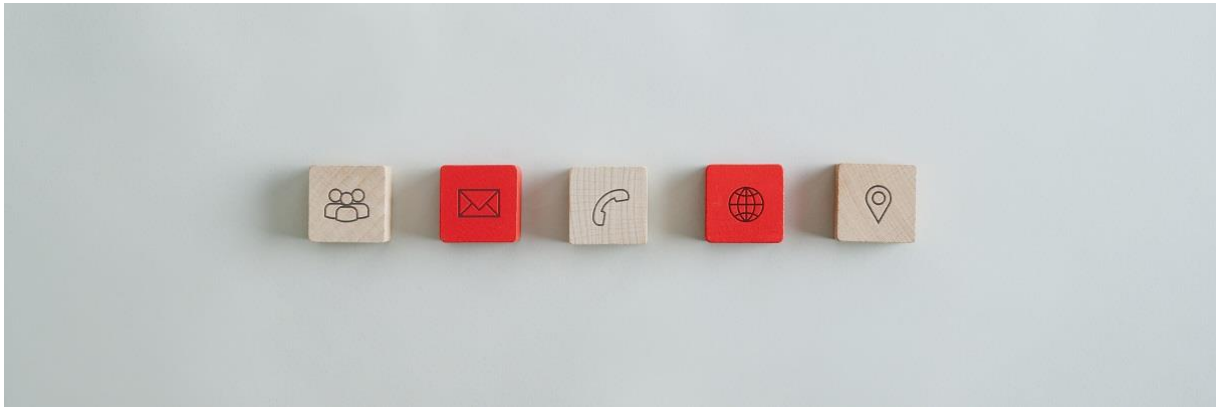
We will aim to promptly resolve your complaint, usually within 30 days. In some situations, this may take longer.

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.



## Contact Us

You can call us on (07) 3273 0000.

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

You can email us at [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](#).