

Privacy Policy (Easy Read)

Your Privacy:



This document is about **privacy**. This includes:

- Personal and sensitive information about you
- What Autism Queensland (AQ) 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.

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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

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- Your interests
- Your ethnicity
- Your health information
- Your identification information
- Your family information
- Information about services provided
- Photographs or video of you
- Your 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

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- forms and questionnaires

- applications or enrolments



- surveys

- email

- online enquiry 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'.

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How Autism Queensland Uses Your Information:

Autism Queensland may use your information to:

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

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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.
- 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.

We will always tell you before sharing information.

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 (OAIC).

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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.

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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.

Autism Queensland welcomes *all* feedback.

To lodge your feedback, visit autismqld.com.au/provide-feedback/



For further feedback assistance, email

feedback@autismqld.com.au

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