

POLICY

Policy: Privacy	
Policy number: GOV POL 02	Date adopted: November 2016
Applies to: All UnitingCare Community	

1. Objective

The purpose of this privacy policy is to:

- communicate UnitingCare Community (UCC) practices for handling personal information including for collection, use and storage
- provide a transparent process for handling personal information within UCC including for managing access to and correction of personal information and for making privacy complaints
- provide information to promote a better understanding of the type of personal information that UCC holds.

2. Policy Statement

UCC is committed to safeguarding the privacy of all people associated with UCC including clients, volunteers, beneficiaries, donors, business partners, employees and online users. UCC policy is to comply with Commonwealth or Queensland privacy legislation and principles, whichever is applicable.

3. Scope

This policy applies to all UCC volunteers, clients, beneficiaries, donors, business partners, online users, prospective employees and where relevant, employees. Commonwealth privacy legislation does not apply to employment records concerning UCC current and former employees.

4. Legal obligations

As an organisation and for services delivered under contract with the Commonwealth government, UCC is required to comply with the *Privacy Act 1988* (Cth) (Privacy Act) and the Australian Privacy Principles (APPs). UCC is also contractually required to comply with either the Information Privacy Principles (IPPs) or the National Privacy Principles (NPPs) in the *Information Privacy Act 2009* (Qld) (IP Act) in relation to the delivery of services funded under service agreements with the Queensland government. These privacy principles regulate how organisations such as UCC are to collect, use, disclose and store personal information, and how people may access and correct personal information held about them. The APPs are very similar to the IPPs and the NPPs when read together.

5. Definitions

Privacy is concerned with the protection of **personal information** which is defined as:

- information or an opinion about an identified individual, or an individual who is reasonably identifiable, whether true or not, and whether recorded in a material form or not.

Privacy Principles

The privacy principles set out in detail when an organisation such as UCC is permitted to collect, use, and disclose personal information. The principles also document requirements for how a person can obtain access to and correct personal information held about them by an organisation and how complaints must be managed.

Further information on the APPs is available from the Office of the Australian Information Commissioner www.oaic.gov.au or and IPPs and the NPPs from the Office of the Information Commissioner Queensland www.oic.qld.gov.au.

Information Protected By Privacy Legislation

There are two subcategories of personal information which both the Commonwealth and Queensland legislation seek to protect which are: sensitive and health information.

Although defined differently in each statute, they are very similar in meaning. Below is a broad description of what is meant by sensitive and health information.

- **Sensitive information** includes information or opinion about a person's racial or ethnic origin, political opinions, membership of a political association, religious beliefs or affiliations, philosophical beliefs, membership of a professional or trade association, membership of a trade union, sexual orientation, preferences or practices and criminal record. It may also include, depending on the circumstances and applicable legislation, health and genetic information as well as biometric information to be used for automated biometric verification or identification and biometric templates.
- **Health information** may include information about a person's health or disability, expressed wishes about future health care provision, body part or organ donation.

Because of the differences between the definitions in each statute, readers who wish to know more about these classifications and the statutory definitions are encouraged to look at the legislation or the websites of the privacy commissioners.

6. Collection of Personal and Sensitive Information

UCC is part of the UnitingCare Queensland (UCQ) group of health and community service organisations. UCC provides a wide range of community services including crisis assistance and telephone counselling, financial counselling, child and family wellbeing services, out of home care, supported accommodation, child safety and domestic violence services. Disability Services, our largest service directorate, provides respite and family assistance, services for children and young people with a disability, communication assistance and emergency services to individuals and families in the community.

UCC engages volunteers and employees, and receives donations, funding and support from individuals and community groups, corporations, and governments. It also holds contracts to deliver services funded by the Queensland and Commonwealth governments. In providing these services, we comply with the applicable Queensland or Commonwealth privacy principles and any additional contractual obligations.

The nature and extent of personal, sensitive or health information collected by UCC varies depending on a person's particular interaction with UCC. UCC collects personal and sensitive information from clients and beneficiaries, donors, business partners, UCC employees and volunteers and online users. Further information about the kind of information collected from each of these groups and the usage of such information is provided below.

6.1. UnitingCare Community Clients and Beneficiaries

Kind of information collected:

- contact details (name, address, telephone numbers, email etc.)
- personal details including date of birth, gender
- income

- information about personal issues, experiences and relationships,
- information about close and extended family members, carers and friends
- family background and supports clients may have in the community
- areas of interest
- health information and/or medical history
- credit card numbers or bank account details

How the information is collected:

- face to face interviews
- application and other forms including referral forms
- online
- telephone

Purposes for which UCC uses the information:

- to provide UCC services
- to provide clients/beneficiaries with the most appropriate services for their needs
- to make referrals to other services to meet client needs
- to meet requirements of government funding
- to monitor and evaluate existing services and plan for future services
- to produce annual reports and for research purposes which may involve contracted organisations
- to comply with legal obligations

6.2. UnitingCare Community Donors

Kind of information collected:

- contact details (name, address, telephone numbers, email etc.)
- personal details including date of birth, gender, income
- areas of interest
- donation history
- credit card numbers or bank account details
- expiration date of credit card

How the information is collected:

- communications, email, flyers
- online registration
- telephone – call centre

Purpose for which UCC uses the information:

- to provide UCC services
- to process donations and provide receipts
- to facilitate on-going fundraising and marketing activities
- to comply with legal obligations
- to provide transparency relating to donated funds, particularly for Appeals for public donations

6.3. UCC Business Partners

Type of information collected:

- contact person's name, the name of the organisation which employs the person, telephone numbers, fax number, street address
- postal address, email address and position title
- areas of interest by category and industry
- bank details (if UCC is to receive payment or make payment for services received)
- Australian Business Number (ABN)
- type of assistance or work (e.g. workplace giving, goods in kind, volunteering)

How the information is collected:

- communications, email, flyers
- online registration
- telephone – call centre

Purpose for which UCC uses the information:

- to provide UCC services
- to process donations and provide receipts
- to pay for services
- to establish and manage partnerships
- to receive services from individuals or employing organisations
- to manage UCC 's relationship with business partners
- to provide information about UCC's 's services
- to update records for UCC appeals for public donations and services

6.4. UnitingCare Community People (volunteers, employees, delegates, candidates for volunteer work and prospective employees)

Type of information collected:

- contact details (name, address, telephone numbers, email etc.)
- personal details including personal details of emergency contact person(s)
- date of birth
- country of birth, citizenship, residency and/or visa details
- details of current/previous employment or volunteer involvement
- skills and experience
- languages spoken and written
- qualifications, drivers licence details
- information and opinions from referees for prospective employees and candidates for volunteer work
- Relevant criminal history screening is completed as required. This includes one or combination of Working with Children Check (Blue Card), Criminal History Screening (Yellow Card), Personal History Screening Check, National Policy Check.

Purpose for which UCC uses the information:

- to provide UCC services
- to process an application to become a volunteer or employee
- to facilitate a placement in an appropriate service or position
- to assist with services whilst individual is employed or engaged as a volunteer with UCC
- to provide feedback on performance as a volunteer or employee
- to meet legislative responsibilities to volunteers and employees
- to obtain feedback from individuals about their experiences
- to assist UCC to review and improve its programs and services and to keep individuals informed about UCC developments and opportunities
- to provide information about UCC services
- to facilitate further involvements with UCC (e.g. to receive services or make donations)

6.5. Anonymity and pseudonymity

Clients of UCC are entitled to request services on an anonymous basis or using a pseudonym. If this is possible and lawful, UCC will take all reasonable steps to comply with requests. However, we may not be able to provide the services sought unless we have identifying information.

6.6. Research Data

Personal information collected as part of any research activity by or on behalf of UCC is subject to approval by the Queensland Human Research Ethics Committee (HREC). The HREC committee is responsible for ensuring the ethical responsibility of research conducted by external researchers or involving human participants, human tissue or personally identifiable records. UCC researchers must have informed consent from participants for each research project undertaken to allow participants information, including de-identified information to be used for research purposes. The HREC committee is governed by National Health and Medical Research Council (NHMRC) guidelines which outline researchers' responsibilities in relation to privacy and confidentiality of participants (NHMRC 1.11). For further information on UCC's research process or to request a copy of UCC's research policy contact research@uccommunity.org.au.

6.7. Health information

In some situations it is necessary for UCC to collect or receive information about an individual's health. In this circumstance, UCC will advise why the information is being collected and whether and to whom it will be released.

Purpose for which UCC uses the information include:

- to provide UCC services
- to process an application to become a volunteer or employee of our organisation
- to facilitate a placement in an appropriate service or position
- to assist with services whilst an individual is employed or engaged as a volunteer with UCC
- to provide feedback on performance as a volunteer or employee
- to meet legislative responsibilities to all volunteers and employees
- to obtain feedback from individuals about their experiences
- to assist UCC to review and improve its programs and services and to keep individual informed about UCC developments and opportunities
- to provide information about UCC services
- to facilitate further involvements with UCC (e.g. to receive services or make donations)

6.8. Online Users

To the extent that this policy applies to online privacy issues, it is to be read as forming part of the terms and conditions of use for the UCC website.

Type of information collected:

- contact details (name, address, telephone numbers, email etc.)
- credit card number
- expiration date of credit card
- non-personal information e.g. visitor navigation and statistics
- server address, browser type, date and time of visit
- personal information

Purpose for which UCC uses the information:

- to process donations, purchase orders, online bookings, purchases/ transactions (e.g. booking for telephone counselling training)
- to analyse website usage and make improvements to the website
- UCC does not match the personal information collected with the non-personal information.

The website may from time to time contain links to other websites. When an online user accesses a website that is not the UCC website, it may have a different privacy

policy. To verify how that website collects and uses information, the user should check that particular website's policy.

6.9 Visitor logs

To discharge duty of care to visitors to UCC premises, UCC may have a register of visitors at various locations. Visitors are asked to sign in providing their name, entry and departure time. At some sites, phone numbers are also collected.

7. How We Collect Personal and Sensitive Information

Where possible, UCC collects your personal and sensitive information directly from you. We collect information through various means, including telephone, in-person interviews, appointments, forms and questionnaires. It might be necessary, for example, to collect sensitive information about a person's past criminal history for employment check purposes. Less frequently UCC will need to collect other sensitive information such as for the services we provide for refugees. If you feel that the information that we are requesting, either on our forms or in our discussions with you, is not information that you wish to provide, please feel free to raise this with us.

In some situations UCC may also obtain personal information about you by contacting a third party source. For example, to provide a service, we may need to collect information about you from a health care professional, such as your doctor, therapist, or psychologist.

If we collect information about you in this way, we will take reasonable steps to advise you of the purposes for which we are collecting your personal information. Similarly we will advise you of the organisations to which we may disclose your personal information, subject to any exceptions under the legislation

7.1. Health Information

As part of providing UCC services, UCC may collect health information. For example, UCC collects health information (such as medical history) from some clients or beneficiaries of UCC services. When collecting health information UCC will explain how the information will be used and disclosed.

If health information is collected from a third party (such as a health care professional), UCC will take reasonable steps to obtain the client's consent. If UCC is unsuccessful in contacting a client prior to making contact with a third party then UCC will inform the client that this information has been collected and will explain how this information will be used and disclosed.

UCC will not use health information beyond the consent provided, unless further consent is obtained or in accordance with one of the exceptions under the legislation or in compliance with another law. If UCC uses a person's health information for evaluation, planning or statistical purposes, it will be de-identified unless it is impracticable to do so. Where practicable, consent will be sought.

8. Use and disclosure of Personal Information

UCC uses personal information only for the purposes for which it was given to us, or for purposes which are related to one of our functions or activities.

UCC may share your personal information with our associated operational divisions, such as UCQ, or the Synod Office but this is rare and only if required to provide a service or it is required or permitted by law or contract.

For the purposes referred to in this policy, examples of the circumstances in which we may also disclose your personal information to other external organisations include:

- Government departments/agencies which provide funding for UCC services
- Government inquiries e.g. a Royal Commission of Commission of Inquiry
- Contractors who manage some of the services we offer to you, such as distribution centres which may send information to you on behalf of UCC. Steps are taken to ensure they comply with the privacy principles when they handle personal information and are authorised to use personal information only in order to provide the services or to perform the functions required by UCC.
- Doctors and health care professionals, who assist us to deliver our services
- Other regulatory and statutory bodies, such as WorkSafe or the Department of Communities, Child Safety and Disability Services
- Referees and former employers of UCC employees and volunteers, and candidates for UCC employment and volunteer positions and
- Our professional advisors, including our accountants, auditors and lawyers.

UCC will not disclose an individual's personal information to a third party except in the following situations (although it may depend on whether the Commonwealth or Queensland principles are applicable in the circumstances):

- the person has consented
- the person would reasonably expect us to use or give that information for another purpose related to the purpose for which it was collected (or in the case of sensitive information – directly related to the purpose for which it was collected)
- it is otherwise required or authorised by law
- it will prevent or lessen a serious threat to somebody's life, health or safety or to public health or safety
- it is reasonably necessary for us to take appropriate action in relation to suspected unlawful activity, or misconduct of a serious nature that relates to our functions or activities
- it is reasonably necessary to assist in locating a missing person
- it is reasonably necessary to establish, exercise or defend a claim at law
- it is reasonably necessary for a confidential dispute resolution process
- it is necessary to provide a health service
- it is necessary for the management, funding or monitoring of a health service relevant to public health or public safety
- it is necessary for research or the compilation or analysis of statistics relevant to public health or public safety and
- it is reasonably necessary for the enforcement of a law conducted by an enforcement body.

8.1. Use of Identifiers

UnitingCare Community will identify individuals (including clients and staff) using unique identifiers. The organisation may, retain a record of external agency personal identifiers that are required to provide services, coordinate with other care agencies, or otherwise fulfil service, operational, or reporting obligations. UCC will not adopt, use or disclose a government related identifier unless an exception applies.

8.2. Overseas Recipients

UCC does not usually send personal information out of Australia. If we are required to send information overseas, we will take measures to protect your personal information. We will protect your personal information either by ensuring that the country of destination has similar protections in relation to privacy or that we enter into contractual arrangements with the recipient of your personal information that

safeguards your privacy.

9. Security of Personal and Sensitive Information

UCC takes reasonable steps to protect the personal and sensitive information we hold against misuse, interference, loss, unauthorised access, modification and disclosure. These steps include password protection for accessing our electronic IT system, securing paper files in locked cabinets and physical access restrictions. Only authorised personnel are permitted to access these details. When the personal information is no longer required, it is destroyed in a secure manner, or deleted according to our records disposal policy.

10. Access To and Correction of Personal Information

If a person requests access to the personal information UCC holds about them, or requests that we change that personal information, we will allow access or make the changes unless we consider that there is a sound reason under the privacy legislation or other relevant law to withhold the information, or to not make the changes.

Requests for access and/or correction should be made to the privacy officer (details of which are set out below at section 15). For security reasons, you will be required to put your request in writing and provide proof of your identity. This is necessary to ensure that personal information is provided only to the correct person and that the privacy of others is not undermined.

Depending on the request, UCC may first provide a summary of the information held about the person. It will be assumed (unless told otherwise) that the request relates to current records. These current records will include personal information which is included in UCC databases and in paper files, and which may be used on a day to day basis, depending on its purpose.

If you request more detailed information such as print outs or copies of documents containing personal information that we hold about you this request must be made in writing to the privacy officer. Generally we will provide print outs or copies of documents containing personal information that we hold about you. Depending on your request, how much information is held and how it is stored we may provide access by allowing you to inspect documents and to take notes. If personal information (for example, your name and address details) is duplicated across different databases, UCC will provide one printout of this information, rather than multiple printouts. Personal information about another person may be deleted from copies of documents, including printouts, provided to you, even if you provided that information to us in the course of our providing a service to you.

UCC will take all reasonable steps to provide access or the information requested within 14 days of your request. In situations where the request is complicated or requires access to a large volume of information, we will take all reasonable steps to provide access or the information requested within 30 days.

The process by which UCC provides access will depend on the purpose for which the information was provided and the volume of documents. We may charge you reasonable fees to reimburse us for the cost we incur relating to your request for access to information, including in relation to photocopying and delivery cost of information stored off site. For information about access please contact the privacy officer.

If a person is able to establish that personal information UCC holds about her/him is not accurate, complete or up to date, UCC will take reasonable steps to correct our records.

Access will be denied in the following kinds of circumstances:

- the request does not relate to the personal information of the person making the request
- providing access would pose a serious threat to the life, health or safety of a person or to public health or public safety
- providing access would create an unreasonable impact on the privacy of others;
- the request is frivolous and vexatious
- the request relates to existing or anticipated legal proceedings
- providing access would prejudice negotiations with the individual making the request
- access would be unlawful
- denial of access is authorised or required by law
- access would prejudice law enforcement activities
- access would prejudice an action in relation to suspected unlawful activity or misconduct of a serious nature relating to the functions or activities of UCC
- access discloses a 'commercially sensitive' decision making process or information or
- any other reason that is provided for in the principles or in the privacy legislation.

If we deny access to information we will set our reasons for denying access. Where there is a dispute about your right of access to information or forms of access, this will be dealt with in accordance with the complaints procedure set out below.

11. Complaints Procedure (APP 1.4(e))

If you think UCC has breached the privacy principles you have a right to make a complaint and have it investigated and dealt with. This could include matters such as how your information is collected or stored, how your information is used or disclosed or how access is provided to your personal and sensitive information.

If you have a complaint about UCC privacy practices or our handling of your personal and sensitive information please contact our privacy officer (details of which are set out below at section 15).

All complaints will be logged on our database. UCC will try to achieve an effective resolution of your complaint within a reasonable timeframe, usually 30 days or as soon as practicable. However, in some cases, particularly if the matter is complex, the resolution may take longer.

UCC will try to resolve the matter in a number of ways such as:

- Request for further information: We may request further information from you. You should be prepared to provide us with as much information as is needed, including details of any relevant dates and documentation. This will enable us to investigate the complaint and determine an appropriate solution. All details provided will be kept confidential.
- Discuss options: We will discuss options for resolution with you and if you have suggestions about how the matter might be resolved you should raise these with our privacy officer.
- Investigation: It may be necessary to contact others in order to proceed with the complaint.
- Conduct of our employees: If your complaint involves the conduct of our employees we will raise the matter with the employee concerned and seek their comment and input in the resolution of the complaint.
- The complaint is substantiated: If your complaint is found to be substantiated, you will be informed of this finding. We will then take appropriate agreed steps to resolve the complaint, address your concerns and prevent the problem from recurring.

- If the complaint is not substantiated, or cannot be resolved to your satisfaction, but this privacy policy has been followed, UCC may refer you to an external complaints resolution body.
- At the conclusion of the complaint, if you are still not satisfied with the outcome you may take your complaint to the Office of the Australian Information Commissioner at www.oaic.gov.au or the Office of the Information Commissioner Queensland at www.oic.qld.gov.au. We will advise you which is the appropriate one to contact.

UCC will keep a record of your complaint and the outcome.

Anonymous complaints cannot usually be investigated. However, in the event that an anonymous complaint is received we will note the issues raised and, where appropriate, try to ascertain if changes need to be made to some aspect of the way we operate.

12. Access to files by People Who Were Formerly Children in Care Placed in Out of Home Care Facilities

If you are a person who was once a child in care and lived in one of UCC out of home care facilities or in foster or kinship care, please contact the privacy officer on the information below at section 15 and assistance will be provided about how to obtain access to this kind of personal information.

13. Public Awareness and Education Files

13.1. Purpose

The purpose of public awareness and education files is to record details of public awareness and educational activities, such as contact with the media, speeches, event management, surveys and publication preparation.

The limited personal information in public awareness and education files relates to organisations, individuals; media representatives; event attendees; service providers and events calendar listings which appear on our website.

13.2. Collection

It is our usual practice to collect personal information in public awareness and education files directly from individuals.

Sometimes we may collect personal information from an individual's representative or from publicly available sources such as websites or telephone directories.

13.3. Use and disclosure

We only use the personal information in public awareness and education files for the purposes of undertaking public awareness and education initiatives and managing public relations.

The personal information on public awareness and education files is not disclosed to other organisations or anyone else without consent unless the individual would reasonably expect, or has been told, that information of that kind is usually passed to those organisations or individuals, or the disclosure is otherwise required or authorised by law.

13.4. Data quality

We maintain and update personal information in our public awareness and education files as necessary, or when we are advised by individuals that their personal information has changed.

13.5. Data security

Public awareness and education files are stored in either password protected electronic media or in locked cabinets in paper form. When no longer required, personal information in public awareness and education files is destroyed in a secure manner or deleted in accordance with our Records Disposal Policy.

The following staff members have access to public awareness and education files on a need to know basis: directors, policy staff, and marketing and communications staff.

13.6. Access and correction

For information about how to access or correct personal information in public awareness and education files please contact UCC's privacy officer.

14. Contacts Lists

14.1. Purpose

UCC maintains contacts lists which include contact information about individuals who may have an interest in UCC services. We use these contacts lists to distribute information about our activities and publications.

14.2. Collection

It is our usual practice to collect personal information in contacts lists directly from individuals, for example, where they have asked to be added to a contact list.

Sometimes we collect personal information from a third party or from a publicly available source such as a website or telephone directory. We usually only collect personal information in this way if the individual would reasonably expect us to, or has given their consent. For instance, we might collect this information if we thought that the individual (or the organisation they work for) would like to receive information about services we are providing, or that they might be likely to consider information about disability care useful in the work they do. We would only contact this individual in their work capacity.

14.3. Use and disclosure

We only use personal information in contacts lists for the purpose of managing stakeholder relations.

We do not give personal information about an individual to other organisations or anyone else without consent unless the individual would reasonably expect, or has been told, that information of that kind is usually passed to those organisations or individuals, or the disclosure is otherwise required or authorised by law.

14.4. Data quality

We maintain and update personal information in our contacts lists when we are advised by individuals that their personal information has changed. We also regularly audit contacts lists to check the currency of the contact information. We will remove contact information of individuals who advise us that they no longer wish to be contacted.

14.5. Data security and access

The personal information in the contacts lists is stored in either password protected electronic media or in locked cabinets in paper form. When no longer required, personal information in contacts lists is destroyed in a secure manner or deleted in accordance with records disposal policy.

Routine access to contacts lists is limited to the database operators who have responsibility for maintaining the contacts lists. Other staff members have access to the personal information in contacts lists on a need to know basis.

14.6. Access and correction

For information about how to access or correct personal information in our contacts lists see section 15

15. How to Contact UCC

Individuals can obtain further information in relation to this policy, or provide any comments, by writing or phoning and asking to speak to the Privacy Officer.

15.1. Telephone

(07) 3253 4000 for callers in the Brisbane area.

1800 008 993 for callers who live outside the Brisbane area.

Note: These calls can be made for a local call cost from fixed residential landlines anywhere in Australia, but calls from mobile and pay phones may incur higher charges.

15.2. Assisted Contact

If you require assistance in contacting us please advise our staff who can make arrangements with interpreters if you need one.

If you are deaf, or have a hearing or speech impairment, contact us through email on privacy@ucommunity.org.au or contact the national relay service on:

TTY/Voice Calls: 123 677

Speak and listen: 1300 555 727

SMS Relay: 0423 677 767

We can also direct you to other interpreting services if required.

If you do not speak English, or English is your second language, and you need assistance to communicate with us, call the translation and interpreting services for assistance telephone 131 450.

15.3. Post

The postal address is:

UCQ Privacy Officer

GPO Box 45

Brisbane Qld 4001

Our head office is located in Brisbane at:

5/192 Ann Street

Brisbane Qld 4001

15.4. Email

privacy@ucommunity.org.au

UCC provides services in many locations in Brisbane and throughout Queensland. These may be listed in your local telephone directory or can be provided by contacting us.

16. Changes to this Privacy Policy

UnitingCare Community will review, amend or update this policy from time to time. If further privacy legislation and/or self-regulatory codes are introduced or our privacy policy is updated to reflect significant changes we will summarise any substantial modifications or enhancements in this section of our privacy policy.

17. Responsibilities / Delegations

Protection of privacy is a prime responsibility for all staff, volunteers and contractors working for the organisation. The following have further responsibilities:

- **The Executive Director** for the establishment of a privacy policy for the organisation
- **Directors and Managers** for the coordination, monitoring and communication of the privacy policy and procedures
- **The Privacy Officer** for implementing the privacy policy and procedure across all business areas
- **Employees, volunteers, and contractors** are also responsible for exercising due diligence and control to prevent, detect and report breaches of privacy or other matters bearing on the policy and privacy issues.

18. References

18.1. Associated UCC Documents

- UCC04 Retention and Disposal policy
- CSD POL 01 Research Policy
 - SP PCD 01 Complaints, Compliments and General Feedback Policy
 - SP03 Meeting the Statement of Standards – Child Protection
 - SP04 Identifying Harm and Breaches of Standards of Care
 - HRM14 – Workplace Health and Safety
 - Probity

18.2. Legislation

- *Information Privacy Act 2009* (Qld)
- *Right to Information Act 2009* (Qld)
- *Privacy Act 1988* (Cth)

18.3. Other References

- User Guide for handling personal information*-NDS & NFP lawyers (2014)
- OAIC Australian Privacy Principles guidelines-2014*
<http://www.oaic.gov.au/images/documents/privacy/applying-privacy-law/app-guidelines/APP-guidelines-combined-set-v1.pdf>

19. Contacts

Document Owner:	UCQ Privacy Officer
-----------------	---------------------

20. Authorisation

Date Authorised:	10 November 2016
Authorised Signatory:	Sue McKean
Signature:	Signed copy held on file
Next Review Date:	November 2018