

Carer Privacy Statement

1. Policy

The *Commonwealth Privacy Act 1988* requires organisations to comply with the National Privacy Principles (NPPs) and Sections 187 and 189 of the *QLD Child Protection Act 1999*. This document describes Queensland Foster and Kinship Care Inc.'s (QFKC) Privacy Policy.

Queensland Foster and Kinship Care Inc. is committed to the Australian privacy legislation in the way it collects, uses, secures and discloses personal information. QFKC is also committed to the provisions as prescribed in the *QLD Child Protection Act 1999*.

2. Definition

A privacy statement is a document that declares the intentions of the organisation in relation to carer information and data, how personal information is stored, how clients can access this information and the purposes for which personal information is used and disclosed.

Carer: means approved Foster Carers, Kinship Carers and Provisionally Approved Carers.

Carer Information: means any information gathered by QFKC in the course of providing a direct service to that carer of support, advocacy and advice.

3. Procedure

3.1 The Information We Collect:

We lawfully collect personal information necessary for our business to function. The information we collect and hold will depend upon the services requested by you from us and may include information provided to us when asked to support or advocate on your behalf. This information will include your name, address, contact details and other necessary information that is sufficient to ascertain and deliver the services required.

3.2 How we use your information:

We use the information we collect for the purposes disclosed at the time of collection or otherwise as set out in this Privacy Statement. We will not use your personal information for any other purpose or without first seeking your consent, unless authorised or required by law. Generally we will only use and disclose personal information:-

- to establish and maintain your relationship as a Foster or Kinship Carer with Queensland Foster and Kinship Care Inc.;
- to provide the services requested from Queensland Foster and Kinship Care Inc.;
- to administer and manage those services;
- to answer and respond to inquiries.

3.3 Access to your Personal Information:

In most cases, you can gain access to the personal information that Queensland Foster and Kinship Care Inc. holds about you, subject to some exceptions allowed by law. For example: if we hold a document from the Department of Child Safety, Youth and Women provided to us by the Department, QFKC cannot release this information other than with the consent of the Department or by accessing Freedom of Information.

If you would like to check or amend your contact details, please contact us. We will deal with all requests for access to personal information as quickly as possible.

3.4 Sensitive Information:

Sensitive information is defined in *the Privacy Act* to include information or opinion about such things as an individual's racial or ethnic origin, political opinions, membership of a political association, religious or philosophical beliefs, membership of a trade union or other professional body, criminal record or health information. Sensitive information will include any information about a child or young person in care as prescribed by the *QLD Child Protection Act 1999*.

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4. Security:

Queensland Foster and Kinship Care Inc. will take reasonable steps to keep secure any personal information which we hold and keep this information accurate and up to date. Personal information is stored in a secure server or secure files both electronically and in hard copy.

The Internet is not always a secure method of transmitting information. Accordingly, Queensland Foster and Kinship Care Inc. cannot accept responsibility for the security of information you send to, or receive from us over the Internet or for any unauthorised access or use of that information.

5. Changes to this Privacy Policy:

It may be necessary for us to review and revise our Privacy Policy from time to time. An amended version will be made available upon request.

6. Contact QFKC

For further information or queries, problems or complaints in relation to this Privacy Policy or our information handling practices in general, QFKC can be contacted at admin@qfkc.com.au or Phone (07) 3256 6166.