

## PRIVACY STATEMENT

### Personal Information

Relationships Australia collects information on you for several reasons:

1. Your name, address, telephone number, date of birth, and partner/family details are collected when you make an appointment in order that we may contact you and identify you when you use our services.
2. You may be asked to provide other details including demographic and other information about you and the reasons for seeking service provision at Relationships Australia. The service provider will enter this information and the data collected into a computerised database, which is used to provide reports required by our funding bodies.
3. If you access services funded by the Federal Government you will be asked to supply some details which will be used to give you a unique identifier (a series of letter and numbers) which can be used to track the services that you use within the Family Law System. This will give the funding bodies a picture of how referrals are working and if services are matched to client needs.
4. During your session with the Service Provider, some notes on the issues/matters discussed will be made. Further notes are made after the session summarising the interview, notes on progress and recording future actions/plans for the next time you attend. Where a referral has been made to another agency, the Service Provider will ask your permission if information about you can be transferred. Before this can occur you will be asked to sign a consent form.
5. In keeping with the National Privacy Principles, we will not collect, store or disclose personal information without your permission except in situations where serious or imminent threat to an individual is known.

### Storage of your personal information

Relationships Australia has strict processes to protect the security of personal information that is held on clients. This includes the physical storage of records, the security of our premises and the security of any electronic records stored on our computer systems.

Relationships Australia does not use any external company or person for data storage or processing.

All Relationships Australia staff sign an 'Oath of Confidentiality' for your protection.

### Access to your Information

You have the right to access personal information that is held about you. Access to information about any other person, including family members and spouse/partner will not be provided.

If you require access to your personal information, please contact the Manager.

### Disposal of Information

Staff are instructed to close files within six to thirteen weeks after services have discontinued.

Client files are securely retained and disposed of in line with appropriate legislation. Any information stored electronically will remain in the database in a non-identifiable form.

### Complaints and Feedback

Relationships Australia welcomes feedback on our services. If you have any complaint or feedback in relation to how we manage privacy issues or your personal information, please contact the Venue Manager or the Client Services Manager in writing (Relationships Australia, 13/107 Miles Platting Road, Eight Mile Plains QLD 4113).

Relationships Australia has procedures to protect your privacy, ensure your rights and maintain safety. We have processes to assist you to provide feedback or make a complaint about our services together with procedures that cover our duty of care to you and your family members. Please ask staff to explain these to you or provide a copy. These are also available on our website.