



“Your Privacy”

South Burnett CTC Inc.

Privacy Statement

Personal information collected by South Burnett CTC Inc. (CTC) is protected by:

- the *Privacy Act 1988 (Commonwealth)* or
- the *Queensland Information Privacy Act 2009* (for State Government funded programs).

CTC and Privacy

- CTC follows the Australian Privacy Principles or the Information Privacy Principles when handling personal information.
- This is supported by a Privacy Policy and Procedure.
- This is to protect your privacy.
- The Privacy Policy and Procedure is available in hard copy or may be downloaded from www.sbctc.com.au.

The CTC website may contain links to other websites.

It is important to know that when you access a website that is not the CTC website, it may have a different privacy policy.

CTC collects personal information from the following people:

- clients,
- business partners,
- staff (volunteers, employees, delegates)
- applicants for volunteer work
- prospective employees,
- members,
- online users.

The type of information collected and how we use this information is outlined in our Privacy Policy and Procedure.

How does CTC collect information?

- each service or program has a specific Client Intake process or form,
- collection of personal and sensitive information will be directly from the individual (where possible),
- at times information will be collected from a third party.

If information is collected from a third party, we will ensure the individual is aware of;

- the reasons we are collecting personal information and
- the organisations to which we may disclose the information, subject to any exceptions under an Act.

Staff use processes and forms to ensure all parties have knowledge about the control and flow of client's personal information.

You should tell CTC if;

- the information we are requesting is not information that you wish to provide,
- you would like to access any CTC Services on an anonymous basis or using an alias.

If this is possible and lawful, we will take all reasonable steps to comply with the request.

We may not be able to provide the services in question if we are not provided with the personal information requested.

How does CTC use information?

CTC only uses personal information for;

- the purposes for which it was given to us, or
- for purposes related to one of our functions or activities.

CTC will not disclose an individual's personal information to a third party unless;

- the individual has consented,
- it is required or authorised by law,
- it will prevent or lessen a serious threat to a person's life, health or safety,
- other necessary reasons that are outlined in our Privacy Policy and Procedure.



CTC takes steps to protect the personal and sensitive information we hold against;

- misuse,
- interference,
- loss,
- unauthorised access, modification or disclosure.

Our Privacy Policy and Procedure contains a Data Breach Response Plan.

This is followed in the event of a serious data breach or if there is evidence that a serious data breach may have occurred.

When personal information is no longer required it is;

- destroyed in a secure manner,
- deleted appropriately or
- otherwise treated in relation to legislation or contractual requirements.

When to contact us.

- to request access and/or correction of information,
- to make complaint about SBCTC's privacy practices or our handling of personal and sensitive information.

For security reasons, requests must be in writing and provide proof of identity.

Who to contact.

Contact CTC's Privacy Officer who will direct them to our Complaints Policy and Procedure.

How to contact us.

For further information, you can contact our Privacy Officer.

You can email us at info@sbctc.com.au.

You can write to us at PO Box 490, Kingaroy, 4610.

Assisted contact options are also available. www.sbctc.com.au.