Relationships Australia (QLD) is committed to protecting the privacy of the information that we collect about you during your time with our service. We make sure that when we collect, use, store and share your personal information and respond to your requests to access and correct it, we comply with the *Privacy Act 1988*  and the *Australian Privacy Principles* (APP’s).

**Kind of information we keep about you**

RAQ provide a range of services, such as counselling and mediation. In order to provide these services effectively, we collect personal information such as your name, address, telephone number as well as information about your circumstances which help us understand your situation and service needs. We may also collect sensitive information including information about your health, partner and family details, or details about other service providers you are involved with.

**How we keep your information safe**

RAQ store personal information in different ways including electronic and paper form. The security of this information is important to us and we take reasonable measures to ensure the information is stored safely to protect it from misuse, loss, unauthorized access, modification, interference or disclosure.

**What we do with your information**

We use your personal information:

* to provide you with services
* for purposes such as assessments, risk management and review in relation to your use of the service or program you are accessing
* to identify and inform you of other relevant services and programs that may be of interest to you

**How we share your information**

We only share your personal information in very limited circumtances, where it is related to the service you are receiving. We will always seek your consent where possible. If we are legally required to do so, such as under a court order, or where there is a significant risk or harm or medical emergency, we may in accordance with the requirements of the Privacy Act, share your information with others such as the Police, Child Abuse Report Line or Emergency medical practitioners.

**What happens if you want to see your personal information**

You have a right to request access to the personal information we hold about you. You may also request that we share your information with another service provider or that a third party may request information from us. The *Right to Information Act 2009* applies to RAQ clients who are also clients of a State Government Department (e.g. Department of Child Safety).

If you have any concerns or feedback on how we manage your privacy, you can also contact the Office of the Australian Information Commissioner (OAIC). Please refer to the OAIC website [www.oaic.gov.au](http://www.oaic.gov.au)

You can read our full *Privacy Policy* on our website at [www.raq.org.au](http://www.raq.org.au) or ask one of our staff for a copy.