



# Privacy Policy

We are committed to protecting the privacy of client information and complying with our obligations under the *Privacy Act 1988*.

This policy explains how we collect, store, use and disclose personal information, and how clients can access personal information held by Jigsaw Queensland.

## Collection

We only collect information that is essential for us to provide a quality service. Some of this information is a requirement of our funding bodies: the Federal Government's Department of Social Services, and the Queensland Government's Department of Families, Seniors, Disability Services and Child Safety. However, any information provided to our funding bodies is de-identified.

## Storage

We store personal information on a secure case management software program. Only approved team members have access to this system. We make written notes during phone conversations: the content is then added to the database and paper records are shredded.

## Use

We only use personal information for the purposes for which it was collected, or other purposes that are agreed to between us and the client. On some occasions, we may need to use information to ensure compliance with legislative and/or funding requirements.

## Disclosure

We will only disclose or share your personal information under the following circumstances: where required by law (such as a court order), where permitted by law (such as safety concerns), and/or with your consent. When able to do so, we will seek your consent before exchanging information with a third party.

## Access

You can access the personal information we hold about you. We will arrange access to your personal information without reasonable delay, without cost and in the most convenient way. However, there may be situations where we cannot provide access. For example, if release of the information has an unreasonable impact on the privacy of another person, or if access could result in the risk of harm or threat to life.

Please contact us at 07 3358 6666 or [support@jigsawqld.org.au](mailto:support@jigsawqld.org.au) if you have any questions.

If you'd like to know more about privacy protections contact The Office of Privacy Commissioner at 1300 363 992 or <https://www.oaic.gov.au/>.