

MontroseAccess

The Queensland Society for Crippled Children – established 1933

PRIVACY POLICY

Our privacy commitment

MontroseAccess is committed to protecting the privacy of the information that you give to us in accordance with the *Privacy Act 1988* and the National Privacy Principles. This document explains how we collect, use, disclose and store information.

Collected information

Some examples of the types of private information that may be collected and held by MontroseAccess include name, date of birth, contact details, type of disability, medical history, educational information and information generated by MontroseAccess in providing services to you. Additionally, financial or photographic information may also be stored.

Your written consent is required for us to collect this information.

How we collect private information

MontroseAccess collects private information in a number of ways, including:

- Directly from you, when you provide written or verbal information, sign an agreement, accept a contract or make a payment or donation;
- By contacting health service providers, including hospitals and allied health agencies that you have nominated;
- Through involvement with your child's education provider eg. Education Queensland; and
- Obtaining information through third parties including but not limited to the media.

How we use the information

MontroseAccess uses private information:

- To provide services to you and your child;
- For administrative and marketing/publication purposes; and
- To obtain, and be accountable for, funding from Disability Service Queensland, the Commonwealth Special Education Non Schools Organisation and other funding bodies.

Will your private information be given to anyone else?

We will disclose personal information about you only to those individuals and agencies for which you have given us written consent, unless required or authorised by law.

Disclosure may be to:

- Health service providers, including medical practitioners and allied health agencies;
- Educational personnel;
- Publications for marketing or training purposes (photographic);
- Suppliers of equipment and disability support services; and
- Government bodies or others as required/authorised by law.

How we protect your information

We take all reasonable steps to ensure:

- Information provided is used only for the purpose for which it was collected;
- That all information is accurate and current;
- That at all times, the information is stored securely;

You can access your information

You have a right to access your personal information, subject to some exceptions allowed by law. Please put your request in writing to the Privacy Officer.

If your information changes

You need to advise us of any changes to your information so that any details that are incorrect or out of date will be corrected.

How to contact us

If you wish to complain about a breach of privacy or have any questions in relation to privacy, please contact our Privacy Officer, at:

MontroseAccess

PO Box 50, CORINDA QLD 4075

Tel (07) 3379 9200

Fax (07) 3717 1146