

Collection and Handling of Personal Information

Personal information collected by Capricornia Training Company is protected by the *Privacy Act 1988* (Cth) (the 'Privacy Act'). Personal information is any information that can be used to identify you and includes sensitive health information.

Capricornia Training Company follows the Australian Privacy Principles contained in the Privacy Act in handling personal information from clients/beneficiaries, business partners, donors, members of the public and Capricornia Training Company People (including members, volunteers, employees, delegates, candidates for volunteer work and prospective employees).

Capricornia Training Company has developed a **Privacy Policy** to protect your privacy. The Policy is available in hard copy on request, or may be downloaded by staff from our intranet using this link: [PO-001A Privacy Policy.docx](#) It can also be sent in electronic format if required. It contains detailed information about Capricornia Training Company's responsibilities, your rights, the information that may be collected by Capricornia Training Company, and how such information would be used.

The type of personal information we collect will depend on whether you are a client, customer, business partner, employee, donor, volunteer, on line user of the Capricornia Training Company website.

We usually collect personal information directly from you. However, we sometimes collect personal information from a third party such as a trustee or authorised representative, other service provider, your carer, parent or guardian, or from a publicly available source, but only if:

- You have consented to such collection or would reasonably expect us to collect personal information in this way, or
- If it is necessary for a specific purpose and to fulfil the expectations of our relationship with you.

We only collect personal information for purposes that are reasonably necessary for one or more of our functions or activities.

Purpose for Information Collection and its Usage

The primary purpose for Capricornia Training Company collecting your personal information will depend on our relationship with you eg. if you are a client, it will be to assist in assessing your needs and provide support services to you (and where relevant, members of your family or household) that will seek to address and resolve issues that you experience and we have the capacity to support you with.

Your personal information may be used to:

- provide you with goods or a service
- provide you with information about services which we consider might be of interest to you
- report to government or funding bodies how funding provided to Capricornia Training Company is used
- process your donation or purchase and provide receipts
- communicate with you about how your donation is used or about Capricornia Training Company services, causes, events, products and services, which we believe may be of interest to you
- respond to your feedback or complaints
- answer your queries

It may also be used for:

- any other purpose for which it was requested and which was advised to you
- directly related purposes.

Storage of Information Collected

As CTC has become a paperless office, the information we collect will usually be stored only in electronic format. Data that is stored in CTC's computer system is held secure, using strong protection against unauthorised incursion. Data that is stored on an external data system (eg. by a Government Dept.) is kept secure by that Dept. Where paper based information may need to be kept, it is stored securely stored at CTC's premises in locked filing cabinets that are only accessible by staff directly involved with the delivery of services to you.

Consent to Share Personal Information

To assist you and provide you with appropriate support services, your relevant personal information may be shared with other service providers as per conditions on the **Consent Form** that you sign with us. Relevant information may also be accessed by duly authorised funding bodies that seek to ensure that quality services are being provided to service recipients.

Your personal information will be handled in accordance with the Privacy Act 1988 and will not be disclosed without your consent unless authorised or required by law, or where not doing so might put you or others at risk of harm or injury.

If you do not consent to personal information being collected from you, about you, it is unlikely that CTC will be able to provide services to you.

Access to Personal Information

You can access the personal information that we hold about you, and you can ask us to correct the personal information we hold about you. Personal information is not accessible by, nor will it be disclosed to third parties without your written permission, except where permitted or required under the Privacy Act.

We take steps to protect all personal, sensitive and health information, and government related identifiers held by Capricornia Training Company against misuse, interference, loss, unauthorised access, modification and disclosure.

Wherever possible, Capricornia Training Company uses information in a de-identified form.

If you are listed on one or more of our network email lists, you can opt out at any time. You can unsubscribe by using the 'unsubscribe' options noted in our emails.

How to contact us

For further information -

Ph: 1300 999 282
Email: info@ctcql.com.au
Web: www.ctcql.com.au
Address: 38 Armstrong Street, Rockhampton Qld 4701.