

# PRIVACY POLICY

Queensland CRI Network (“QCRIN”) recognises that the right to privacy of all people is very important.

This Privacy Policy sets out the key elements of how we comply with the Australian Privacy Principles, particularly in terms of the treatment of personal information that we collect and/or hold.

## Acknowledgement of our Privacy Policy

A person’s use of the QCRIN website constitutes an acknowledgement that they have been made aware of our privacy policy.

We respect your personal information and your right to privacy. This Privacy Policy describes the information that may be collected by us and how we protect your personal information.

## The kind of Personal Information we collect and hold

Personal information means information we hold about you from which your identity is either apparent or can be reasonably determined.

## How we collect and hold Personal Information

We use various internet technologies to manage our website. We do not use these technologies to collect or store personal information unless you have opted in to such a feature.

No attempt will be made to identify users of their browsing activities, except where required by or under law.

## Links to other sites

QCRIN’s website may contain links to other external sites. We are ultimately not responsible for the privacy practises or the content of such external web sites. We encourage you to read and understand the privacy policies on those websites prior to providing any information to them.

## Searches

Search terms that you enter when using our search engine are collected, but are not associated with any other information that we collect.

## The purposes for which we collect, hold, use and disclose Personal Information

We use personal information you provide only for purposes consistent with the reason you provided it, or for a directly related purpose. Generally we will not use your personal information to market to you unless we have either given your implied or express consent but in situations where it is impractical to obtain your prior consent, you have an ability to opt out of such future communications.

Generally, we will collect personal information directly from you, and only to the extent necessary to provide a product or service, or to carry out our internal administrative operations.

We may collect personal information from you when:

- You fill in a form and send it to us;
- Deal with us over the telephone;
- E-mail us;
- Ask us to contact you after visiting our web site; or

- Have contact with us in person.

You may also be able to transact with us anonymously where this is lawful and practicable. We will collect personal information from you by lawful and fair means and not in an unreasonably intrusive way.

We will use your personal information only for the particular purpose that you provided it, or for a directly related purpose. We may otherwise use your personal information where that other use is:

- Required or permitted by law; or
- With your express or implied consent.

## **Direct marketing and your privacy**

From time to time we may use the personal information we collect from you to advise you of, for example, events, products and/or services, which we believe may be of interest to you. We may then contact you to let you know about these products and services and how they may benefit you. We will generally only do this with your consent and you are able to opt out of receiving such information in the future.

## **Direct mail**

Where we use your personal information to send you marketing information via the post we may do so with your implied consent or, if this is impracticable, you are able to opt out of receiving such future communications.

## **Electronic marketing**

Where we use your personal information to send you marketing information by e-mail, SMS, MMS or other electronic means we may do so with your express or implied consent. You may give us your express consent by, for example, ticking a box on an electronic or paper form where we seek your permission to send you electronic or other marketing information. Consent may be implied from our existing business relationship or where you have directly or indirectly provided us with your electronic address.

## **Your privacy preferences and choices**

You may contact us at any time to opt out of receiving personalised marketing contacts from us. You may also instruct us at any time to remove any previous consent you provided to receive marketing communications from us.

## **Security**

We will take reasonable steps to keep secure any personal information which we hold and to keep this information accurate and up to date. Personal information is stored in a secure server or secure files.

The Internet is not a secure method of transmitting information. Accordingly, we cannot accept responsibility for the security of information you send to or receive from us over the Internet or for any unauthorised access or use of that information.

## **Information sharing**

We will maintain the privacy of all personal information we hold about you. However, certain exceptions do apply. For example, where disclosure of your personal information is:

- Authorised or required by law.

- In the public interest, e.g. where a crime, fraud or misdemeanour is committed or suspected, and disclosure against the customer's rights to confidentiality is justified.
- With your consent, which may be implied or express, verbal or written.

## Updating your information

It is inevitable that some personal information which we hold will become out of date. We will take reasonable steps to ensure that the personal information which we hold remains accurate and, if you advise us of a change of details, we will amend our records accordingly.

## Access to your Personal Information

We will, upon your request, and subject to applicable privacy laws, provide you with access to your personal information that is held by us. However, we ask that you identify, as clearly as possible, the type/s of information requested. We will deal with your request to provide access to your personal information in a reasonable time of receipt of your request.

## Exceptions

Your right to access your personal information is not absolute. In certain circumstances, the law permits us to refuse your request to provide you with access to your personal information, such as circumstances where:

- Access would pose a serious threat to the life or health of any individual;
- Access would have an unreasonable impact on the privacy of others;
- The request is frivolous or vexatious;
- The information relates to a commercially sensitive decision making process;
- Access would be unlawful; or
- Access may prejudice enforcement activities, a security function or commercial negotiations.

## Freedom of Information laws

In addition to privacy laws, you may have rights to access your personal information contained in our documents. Details on how to apply for access to these documents are contained in the Freedom of Information Act 1982 (FOI Act).

## Contacts & complaints

We are committed to working to obtain a fair resolution of any complaint or concern about privacy.

To contact us with a compliment or complaint or a privacy question, you can:

- Email us at [criprojectgroup@gmail.com](mailto:criprojectgroup@gmail.com)

If you are not satisfied with the response you receive from us you may contact the Office of the Australian Information Commissioner (OAIC) by:

- Writing to GPO Box 5218, Sydney, NSW, 2001; or
- Calling 1300 363 992.

## Changes to this Privacy Policy

We may amend this Privacy Policy from time to time. We suggest that you visit our website regularly to keep up to date with any changes.