

## PRIVACY

Personal information collected by Rights in Action Inc (RIA) is protected by the *Privacy Act 1988* (Cth) (the 'Privacy Act') and Queensland *Information Privacy Act 2009*.

Personal information is any information that can be used to identify you and includes sensitive health information.

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

RIA has a **Privacy Policy** to protect your privacy. The Policy is available in hard copy on request, or accessed at [www.rightsinaction.org](http://www.rightsinaction.org)

## YOUR PERSONAL INFORMATION

We may collect and hold information about people seeking or receiving advocacy assistance, other organisations, our employees, visitors and contractors that contact us.

The personal information may include names, addresses, telephone numbers and statistical information such as age, gender, disability and cultural background or other information that we are required to collect by the department(s) that fund our agency.

We securely maintain files for all personal information collected.

People receiving advocacy assistance have a file that records the actions that the Advocate undertakes to resolve the issue(s).

This also includes any letters, emails, facsimiles, signed authority forms and agreed advocacy strategy plans.

All information is confidential. We are committed to protect your information from unauthorised access or disclosure.

You can access your personal information by contacting the RIA Manager.

## PRIVACY COMPLAINT

A privacy complaint relates to any concern that you may have regarding RIA privacy practices or our handling of your personal and sensitive information.

This could include matters such as how your information is collected or stored, how your information is used or disclosed or how access is provided to your personal and sensitive information.

If you have a complaint about RIA's privacy practices or our handling of your personal and sensitive information please contact our Manager.

## RECORD KEEPING

We aim to keep your information up to date and encourage you to tell us when your details such as your address and telephone numbers change.

You can also update your authority for us to collect or exchange information at any time.

## DISPOSAL AND DESTRUCTION

Your file and your personal information will be held securely for five (5) years after our funding activity period and then permanently destroy the records without further notice to you.

**Rights In Action Inc**  
*Independent advocacy for people with disabilities*

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Rights In Action Incorporated is an *independent* advocacy agency for people with a disAbility, and part of the National Disability Advocacy Program funded by the Australian Government Department of Social Services, and State Government of Communities, Disability Services and Seniors, and Queensland Health.



**Rights In Action Inc.**

# Privacy and Confidentiality

**INDEPENDENT ADVOCACY FOR  
PEOPLE WITH DISABILITIES**