



Privacy Policy

POLICY STATEMENT

Centacare North Queensland (NQ) is committed to protecting the privacy of personal information entrusted to us. Centacare NQ manages personal information as a non-health agency, in accordance with the Privacy Act 1988 (Cth), including the Australian Privacy Principles (APPs), the Information Privacy Act 2009 (Qld), including the Queensland Privacy Principles (QPPs).

These Privacy Principles govern how Centacare NQ collects, uses, discloses, stores, secures and disposes of personal information in accordance with both Commonwealth and Queensland legislative requirements. Accordingly, personal information:

- Is generally collected directly from individuals via internet forms, email, face-to-face interactions or telephone enquiries (APP1/ QPP1).
- Is limited to information necessary for Centacare NQ to provide services and meet operational requirements (APP3 / QPP3).
- Is maintained so that it is accurate, complete and up to date (APP10 /QPP10).
- Is stored securely to protect it from misuse, loss, unauthorised access, modification or disclosure (APP11 / QPP11).
- Is retained and securely destroyed in accordance with legislative requirements and organisational record retention schedules (APP11 / QPP11).
- Is accessible to individuals upon request through the completion of a 'Request for Personal Information' form (APP12 / QPP12)/
- May be corrected by the individual if the information is inaccurate, incomplete or out of date (APP13 /QPP13)/
- Will only be disclosed to another party with the individual's consent, or where Centacare NQ is authorised or required to do so by law (APP6 / QPP6).
- Is protected through reasonable steps taken by us, to respond to any suspected data breaches in accordance with the Notifiable Data Breaches Scheme under the Privacy Act 1988 (Cth).

Individuals have the option of not identifying themselves, using a pseudonym or withdrawing consent when engaging with Centacare NQ. However, in some circumstances, this may limit our ability to provide services or may reduce the capacity to meet service requirements (APP2).

Individuals have the right to raise concerns or make a complaint about Centacare NQ's privacy practices or the handling of personal information to the Centacare NQ Privacy Officer.

This Privacy Policy is available on our website at centacarenq.org.au. Copies of the Privacy Principles may also be obtained from:

- Australian Privacy Principals - Office of the Australian Information Commissioner (OAIC) <https://www.oaic.gov.au/>
- Queensland Privacy Principals – Office of the Information Commissioner Queensland (OIC) <https://www.oic.qld.gov.au/>

Paula Washington
Executive Director

Date 30-03-26

www.centacarenq.org.au

CEN-P-005	© Centacare NQ	Version No: 12	Dated: 13/03/2026	Page 1 of 1
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