

Queensland South Native Title Services (**QSNTS**) is committed to respecting the privacy of any personal information it obtains through carrying out its statutory duties.

QSNTS complies with the *Privacy Act 1988* (Cth) (**Privacy Act**) and the Australian Privacy Principles (**APPs**) in the Privacy Act.

This short form Privacy Policy summarises our practices on handling personal information. Our complete Privacy Policy can be accessed on our website (<http://www.qsnts.com.au>) or on request, and gives you more detail on the collection, storage, use and disclosure of the personal information we hold about you and how you can access or seek to amend that information.

## Personal information

Personal Information is information about you that identifies you or information by which your identity can be reasonably determined and includes sensitive information about, for instance, your race or ethnic origins.

## Collection of personal information

We generally collect any personal information from you directly. Personal information is usually collected during the course of our relationship with you, and may be provided by you by correspondence (e.g. letter, email or through our website or social media presence), telephone communications or by your giving us such information personally or by signing an attendance sheet at meeting arranged by us.

Generally, the type of personal information we collect about you includes matters relevant to the primary purpose for which we are collecting the information, such as your:

- name, gender, address, date of birth, email address and contact number;
- cultural heritage;
- race, ethnic origins and traditional affiliations; and
- employment history and qualifications.

In some circumstances, we might collect or obtain personal information about you from a third party source (e.g. through a research report or information gathered to inform research). As a general rule, we will attempt to ensure that any third parties from whom we get personal information about you have advised you that it will or may be passed on to us and/or we will take reasonable steps to contact you and ensure that you are aware of the purposes for which we are collecting your personal information.

## Purposes

QSNTS collects personal information for a variety of purposes including the following:

- delivering QSNTS' statutory services as a native title service provider;
- research and statistical analysis;
- to provide you with information about meetings, claim-related issues, functions or events in which QSNTS is involved;
- to be able to respond to questions or comments you have;
- improving our services or website;
- to enable you to participate in research that QSNTS is undertaking or claims it is prosecuting; and
- recruiting staff and volunteers.

## Use and disclosure of your personal information

We will use and disclose personal information for the primary purpose for which it was collected or for purposes related or ancillary to the primary purpose.

Your personal information will not be used for any secondary purpose unless you have consented to the disclosure for a secondary purpose, the secondary purpose is authorised or required by law, or one of the exceptions in the APPs applies.

We do not disclose personal information we collect to third parties for the purpose of allowing them to direct market their products and services.

We may engage third party contractors to perform services for us which requires the contractor to handle personal information that we hold. We will prohibit the third party contractor from using personal information about you except for the specific purpose for which it is supplied.

## Security of your personal information

Personal information that we hold is stored either in hard copy documents or as electronic data. We protect any personal information in any form from misuse and loss and from unauthorised access, modification and disclosure.

Physical security is maintained over our paper and electronic data stores and premises, such as locks and security systems. We also maintain computer and network security. For example, we use firewalls (security measures for the Internet) and other security systems such as user identifiers and passwords to control access to our computer system.

## Access to, and correction of, your personal information

You can generally access the personal information that we hold about you and ask us to correct the personal information we hold about you.

For more information, see our complete Privacy Policy on accessing or amending your personal information.

## Complaints

If you believe we have not collected or handled your personal information in accordance with our obligations under the Privacy Act you can contact us on (07) 3224 1200, free call 1800 663 693, or by submitting a request in writing to [reception@qsnts.com.au](mailto:reception@qsnts.com.au).

We are committed to quickly respond to, and fairly resolve, complaints. Your complaint will be investigated and you will be advised of the progress, and outcome, of your complaint as quickly as possible. A brochure about our complaints resolution process is available [on our website](#), or by request in paper copy.

If you are not satisfied with our response, you may also contact the Office of the Australian Information Commissioner at [www.oaic.gov.au/privacy/privacy-complaints](http://www.oaic.gov.au/privacy/privacy-complaints).