

Protecting your privacy

To do its job, the Department of Families, Seniors, Disability Services and Child Safety (**the department**) collects information about people it works with. This includes information about you. There is a law (the [Information Privacy Act 2009](#)) that says how the department must treat your information.

What does this mean for you?

Collecting your information

When it collects information about you, the department must:

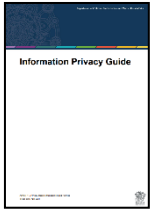
- only collect information that they need
- collect the information fairly and legally
- tell you:
 - why it is asking you for information
 - why it is allowed to ask for your information
 - how it will use your information
 - who may get your information
- only collect information about you that it needs and is up to date
- collect your information in a way that respects your privacy.

Security



The department must keep your information safe.

How can you ask for a copy of your information or change it?



The department has a [Privacy Policy](#) on its website.

It tells you what types of information the department collects.

Contact the RTI team

The RTI team is the 'Right to Information' team.

They will help you:

- if you want a copy of the information the department has about you
- if you think the information is wrong or not up to date.

You might have to fill out a form.



Phone: 1800 809 078 (Free call) or (07) 3097 5605



Email: rti@families.qld.gov.au

Who gets your information?

The department must make sure that:

- they only use correct information
- they only use your information how they said they would
- they do not give your information to anyone else.

There are reasons why the department may need to use or share your information. Some reasons are:

- when you agree to it
- when there is a safety risk to you or others
- when the law says they can do it.



Complaints

If you think the department has done the wrong thing with your information, you can make a privacy complaint. You can talk to the Complaints team or email them, and they will help you.

Contact the Complaints Team



Phone: 1800 080 464



Email: feedback@families.qld.gov.au