

Privacy Statement

Personal information collected by Community Solutions Group (including all controlled organisations of Community Solutions Group Ltd) is protected by the *Privacy Act 1988* (Cth) (the 'Privacy Act'). Personal information is any information that can be used to identify you and includes sensitive health information.

CSG follows the Australian Privacy Principles contained in the Privacy Act in handling personal information from CSG People (including employees, directors, volunteers, clients, stakeholders, donors, business partners and online users).

CSG has developed a Privacy Policy to protect your privacy. The Policy is available in hard copy on request, or may be downloaded using the link on our website and contains detailed information about CSG's responsibilities, your rights, the information that may be collected by CSG and how it would be used.

The primary purpose for collecting personal information from you is to provide services to people in need, including planning, funding, monitoring and evaluating our services. The kind of personal information we collect will depend on your relationship with CSG (i.e. employee, director, volunteer, client, stakeholder, donor, business partner or online user).

We usually collect personal information directly from you. However, we sometimes collect personal information from a third party such as your carer, trustee or authorised representative or from a publicly available source, but only if:

- you have consented to such collection or would reasonably expect us to collect your personal information in this way, or
- it is necessary for a specific purpose.

We only collect personal information for purposes that are reasonably necessary for one or more of our functions or activities.

Your personal information may be used to:

- provide you with a service
- provide you with information on disability support
- report to government or other funding bodies about how the funding is used
- process your donation and provide receipts
- communicate with you about how your donation is used
- respond to your feedback or complaints
- answer your queries.

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It may also be used for:

- any other purpose for which it was requested and which was advised to you
- directly related purposes.

Please be assured that wherever possible, CSG uses information in a de-identified form. Personal information will not be disclosed to third parties without your permission, except where permitted or required under the Privacy Act.

We take steps to protect all personal, sensitive and health information and government related identifiers held by CSG against misuse, interference, loss, unauthorised access, modification and disclosure.

You can access the personal information that we hold about you, and you can ask us to correct the personal information we hold about you. For more information, see our Privacy Policy.

How to contact us

For further information contact us at governance@communitysolutions.org.au or alternatively you can write to us at The Company Secretary, Community Solutions Group Ltd, PO Box 631, Buddina Qld 4575.