

Privacy Statement

The Commission respects and protects people's privacy and collects, stores, uses, and discloses personal information responsibly and transparently. Where legislation does not provide direction for the collection, management, use and disclosure of personal information, the Commission will operate in accordance with the 11 Information Privacy Principles (IPPs) set out in the *Information Privacy Act 2009*.

Your personal information

Details about the personal information held by the FRC are outlined in the Commission's Privacy Policy. You can view a copy of this policy online. The policy details the steps the Commission will take to address its obligations under the *Information Privacy Act 2009*.

How we use your personal information

The *Family Responsibilities Commission Act 2008* (the Act) is the core legislation that authorises the collection, use and disclosure of personal information by the Commission.

Part 8 of the Act provides for information exchange about community members between the Commission and other entities to assist the Commission to make decisions under the Act and to support cohesive and coordinated service provision to community members.

Under section 93 of the Act, the Commissioner may ask a prescribed entity to provide relevant information about a person.

Your personal information may be used in order to:

- consider matters to which an agency notice relates;
- decide whether a person is a community member within the jurisdiction of the Commission;
- decide whether to hold a conference with a person notified to the Commission;
- identify appropriate persons to attend a conference;
- make appropriate decisions at a conference, including referrals to services and conditional income management;
- help the Registrar to assess the effectiveness of, and to monitor compliance with, conference decisions.

When we disclose your personal information

Section 92(2) of the Act permits the sharing of a person's personal information with the Department of Human Services, Centrelink Secretary for the purpose of deciding whether a person is a community member; or to make appropriate decisions under the Act about the person.

Section 92(3) also permits the sharing of a person's personal information with the following entities, for the purpose of evaluating the effectiveness and operations of the Commission:

- The Commissioner for Children and Young People and Child Guardian;
- Department of Child Safety, Youth and Women;

- Department of Education;
- Department of Housing and Public Works;
- Queensland Corrective Services;
- Department of Justice and Attorney-General / Supreme, District, Magistrates and Childrens Courts, and
- Department of Human Services.

When using online services

Personal information provided to the Commission when you send us an e-mail message or other electronic format will only be used for the purpose for which you have provided it. Your details will not be added to a general mailing list. Unless required by law, the Commission will not disclose this information without your consent.

Cookies

Cookies are pieces of information that a website can transfer to an individual's computer hard drive. Most internet browsers are pre-set to accept cookies. However, you can usually change the settings on your browser to not accept cookies. The information remains on your computer after the internet session for a limited time.

Cookies used on this website do not contain any personal information. We make no attempt to identify individual users in any way.

External sites that may be linked to our website are not under the Commission's control and you are advised to review their privacy and security provisions and statements.

Accessing your personal information held by the FRC and Right to Information

The *Right to Information Act 2009* is the Queensland Government's approach to giving Queenslanders greater access to information.

The Queensland Government has made a commitment to provide access to information held by the government, unless on balance it is contrary to the public interest to do so. The legislation aims to make more information available, provide equal access to information across all sectors of the community, and provide appropriate protection for individual's privacy.

The right to access or correct personal information held by the Commission is limited to rights under the *Right to Information Act 2009*. Requests for access to, or to amend personal information must be made in writing to:

The Privacy Contact Officer
PO Box 5438
CAIRNS QLD 4870
Ph: (07) 4081 8400