

# Aboriginal and Torres Strait Islander Women's Legal Services NQ

## Protecting your Privacy & Confidentiality

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The Aboriginal and Torres Strait Islander Women's Legal Services NQ (ATSIWLSNQ) is subject to the *Legal Profession Act 2007* (Qld) and abides by the National Privacy Principles contained in the *Privacy Act 1988* (Cth). Any personal information that you provide during your contact with the Service is confidential and kept on record. The information in these records is used to assist you with your reasons for contact with the ATSIWLSNQ. We have a legal requirement to keep these records for a period of at least seven (7) years after your legal matter has been completed.

ATSIWLSNQ will not release your personal information to anyone without your consent unless it is required by law to do so. ATSIWLSNQ is required by its funding body to provide statistical information about the services it provides. Therefore, information collected may be supplied to the funding body to ensure a quality service is provided. However, your personal information and details of your contact are not provided.

You have the right to request in writing access to any personal information that is collected from you. You also have the right to make a complaint if you think that a National Privacy Principle has been breached. If you want to do this then your complaint should be put in writing. A Complaints Form and Grievance Procedure can be obtained from any staff member. Complaints should be addressed to the Principal Solicitor, and sent to ATSIWLSNQ, PO Box 1062 Townsville, Queensland 4810 or handed to the reception area of this Service.

If you are not happy with the response you receive, then you have a right to appeal the decision to the Management Committee of ATSIWLSNQ (send your appeal for the attention of the Chairperson) to the address above.

Alternatively, you can make a complaint directly to the Office of the Federal Privacy Commissioner on 1300 363 992. you can access further information from [www.privacy.gov.au](http://www.privacy.gov.au).

Additionally, in some circumstances you can also direct your complaint in writing to the Legal Services Commission PO Box 10310 Brisbane Adelaide Street, Queensland 4000.