

Your Privacy

Privacy Notice

The Cairns Community Legal Centre Inc (the Centre) is committed to protecting your privacy. This policy demonstrates that commitment by disclosing the ways in which we handle information of a personal nature which we may have about you.

Whose personal information we collect?

We may collect and hold information including (but not limited to) personal information about:-

- clients
- potential clients
- other organisations and their employees
- visitors to our website
- contractors
- job applicants
- suppliers and their employees
- and others we come into contact with.

The personal information we collect and hold may include:-

- names
- addresses
- telephone numbers
- facsimile numbers
- email addresses
- information relating to referrals made from or to us
- information collected from you or others as a result of you using our services
- our provision of services for your benefit
- information that we are required to collect by our funders.

If you do not provide the personal information that we request, we may not be able to assist you.

Note: we do not provide information identifying clients to funders.

How we collect personal information

Personal information may be collected in a number of different ways including:

- directly from you or via third parties
- whether verbally or in writing including electronically

Access to our website is governed by separate terms and conditions. Refer to 'Use of our website and email systems' below.

Use and disclosure of your personal information

Personal information may be used by us:-

- in accordance with the purpose for which it was collected
- in order to provide services or otherwise performing any of our functions
- administering and managing those services
- developing, enhancing and evaluating our services
- insurance purposes, or as is otherwise authorised or required by law and in complying with our legal and contractual obligations.

As well as using your personal information for the primary purposes for which you provided it to us, we may also use the information for related secondary purposes, although we will endeavour to contact you for your express consent should the secondary purpose be one which we consider you may not reasonably expect. We consider that you would expect us to use your personal information in the ways outlined above.

If you receive marketing and promotional material from us and no longer wish to receive such material, please [contact](#) the Centre.

Disclosure of your personal information

The people/ organisations to which we disclose your personal information to may include:-

- our workers (staff and volunteers, solicitors and non-solicitors)
- our outreach services and others who may be able to assist you
- contractors and outsourced service providers who manage the services we provide to you, including:- information technology services; installation, maintenance and repair services
- your authorised representatives
- our professional advisers, including our accountants, insurers and auditors
- government and regulatory authorities and other organisations where otherwise required or authorised by law
- as otherwise required or authorised by law.

If you are accessing the Centre's Seniors Legal and Support Service, information collected may also be provided to the Department of Communities to ensure that you are receiving a quality service that meets certain standards.

Changes to your personal information

We are committed to keeping our records up-to-date and we encourage you to tell us when your details (such as your telephone number, address or name) change.

Changed and access to your personal information

You can request access to the personal information the Centre holds about you. To request access to your information please ask for our Director.

If we are unable to provide you with access we will explain why. We also reserve our rights to charge a fee for searching for and providing access to your personal information.

To request access to your information please [contact](#) our Director.

Security of your personal information

The Centre is committed to protecting your personal information from misuse or loss, and from unauthorised access, modification and disclosure, and will take reasonable steps to do so.

Disposal and destruction of your personal information

If we no longer need or are no longer required to hold your personal information, we may destroy or permanently de-identify that information, without further notice to you.

Use of our website and email system

In addition to the above provisions, the following additional provisions apply to your use of our website.

Automatic Collection of your Personal Information

When you visit our website, our Internet Service Provider automatically records the following information about you for statistical purposes:

your server address; the website you visited immediately prior to ours; your domain name; date and time of your visit to our website; pages you accessed and the information or documents you downloaded; and type of browser you used.

Emails

Emails sent to or by us are routinely monitored by our information technology staff for systems administration, quality control and compliance purposes.

We are committed to keeping our records up-to-date and we encourage you to tell us when your details (such as your telephone number, address or name) change.

Changes to this policy

From time to time, it may become necessary for us to review or amend our privacy notice. Any changes will be made as and when required, and we will advise you of any changes by posting an updated version of our policy on our website www.cclc.org.au. An up-to-date hard copy of this policy is also available at our office.

Further information

If you have any questions about your privacy please [contact](#) the Centre.

Updated: March 2010

[Print this page](#)