



**CQ FINANCIAL
COUNSELLING SERVICE**

INTRODUCTION

The Management Committee of CQ Financial Counselling Association Inc. is committed to protecting the privacy of personal information which the organisation collects, holds and administers. Personal information is information which directly or indirectly identifies a person.

POLICY

CQFCS collects and administers a range of personal information for the purposes of providing service. The organisation is committed to protecting the privacy of personal information it collects, holds and administers.

CQFCS recognises the essential right of individuals to have their information administered in ways which they would reasonably expect – protected on one hand, and made accessible to them on the other. These privacy values are reflected in and supported by our core values and philosophies.

CQFCS is bound by laws which impose specific obligations when it comes to handling information. The organisation has adopted the following principles contained as minimum standards in relation to handling personal information.

CQFCS will

- Collect only information which the organisation requires for its primary function;
- Ensure that stakeholders are informed as to why we collect the information and how we administer the information gathered;
- Use and disclose personal information only for our primary functions or a directly related purpose, or for another purpose with the person's consent;
- Store personal information securely, protecting it from unauthorised access; and
- Provide stakeholders with access to their own information, and the right to seek its correction.

RESPONSIBILITIES

CQFCS Management Committee is responsible for developing, adopting and reviewing this policy.

CQFCS Management Committee is responsible for the implementation of this policy, for monitoring changes in Privacy legislation, and for advising on the need to review or revise this policy as and when the need arises.

PROCESSES

Collection

CQFCS will:

- Only collect information that is necessary for the performance and primary function of CQFCS.
- Notify stakeholders about why we collect the information and how it is administered.
- Notify stakeholders that this information is accessible to them.

Use and Disclosure

CQFCS will:

- Only use or disclose information for the primary purpose for which it was collected or a directly related secondary purpose.
- For other uses, CQFCS will obtain consent from the affected person.

Data Quality

CQFCS will:

- Take reasonable steps to ensure the information the organisation collects is accurate, complete, up to date, and relevant to the functions we perform.

Data Security and Retention

CQFCS will:

- Safeguard the information we collect and store against misuse, loss, unauthorised access and modification.
- Only destroy records in accordance with the organisation's Records Management Policy.

Openness

CQFCS will:

- Ensure stakeholders are aware of CQ Financial Counselling Association's Privacy Policy and its purposes.
- Make this information freely available in relevant publications and on the organisation's website.

Access and Correction

CQFCS will:

- Ensure individuals have a right to seek access to information held about them and to correct it if it is inaccurate, incomplete, misleading or not up to date.

Anonymity

CQFCS will:

- Give stakeholders the option of not identifying themselves when completing evaluation forms or opinion surveys.

Making information available to other organisations

CQFCS can:

- Only release personal information about a person with that person's express permission. For personal information to be released, the person concerned must sign a release form.
- Can release information to third parties where it is requested by the person concerned.