



Privacy Policy

The Tanzanian Association of Queensland (TAQ) is dedicated and committed to protecting the privacy of all the people associated with it and the people who support it. TAQ will **never** give out any personal information of our members, supporters and sympathisers.

No personal names, contact and email addresses, or any other details will be shared or passed on or in any way made available to third parties for any purpose whatsoever without consent.

Your Consent

By using this site, you consent to the collection and use of information as outlined in the TAQ Privacy Policy. If TAQ decides to change its privacy policy, TAQ will post those changes on this page so that you are always aware of what information TAQ collects, how TAQ uses it, and under what circumstances TAQ discloses it.

Please see TAQ [privacy policy](#) (to be hyperlinked) for more information.



PRIVACY POLICY

Part A: Summary

1 What is this policy and why does TAQ need it?

- 1.1 The purpose of this policy is to clearly communicate how The Tanzanian Association of Queensland (TAQ) handles the personal information of people who are associated with TAQ.
- 1.2 This policy provides an understanding of the type of personal information that TAQ may hold and how it manages that information.
- 1.3 The policy sets out how TAQ complies with its obligations under the Privacy Act 1988 (C'th).

2 What outcomes will be achieved by implementing this policy?

- 2.1 The Privacy Act gives individuals the right to know what information an organisation holds about them, and to correct that information if it is out of date or inaccurate.

3 Who does the policy affect?

- 3.1 This is an overarching policy that applies to all of TAQ operations, services, activities and functions.
- 3.2 The NPPs contain rules about the collection, use, disclosure and storage of personal information.

4 Special terms used in this policy

- 4.1 "Personal Information" (as defined in the Privacy Act 1998) means information or an opinion (including information or an opinion forming part of a database) whether true or not, and whether recorded in a material form or not, about an individual whose identity is apparent, or can be reasonably ascertained, from the information or opinion.
- 4.3 "Sensitive information" means personal information about:
 - racial or ethnic origin;
 - political opinion or association;
 - trade union or professional association membership;
 - religious beliefs or philosophical beliefs
 - sexual preferences
 - criminal records or
 - health information



5 Responsibilities under the policy

- 5.1 All Members of the Executive Committee and volunteers (if any) of TAQ have a responsibility to ensure that personal information is handled in accordance with this policy.
- 5.2 Chief Privacy Officer: For the purposes of TAQ the role of Chief Privacy Officer will be undertaken by the Secretary of the organisation. The role of the Chief Privacy officer is to:
- accept and respond to any concerns, complaints or alleged breaches in relation to privacy;
 - receive and respond to any requests for access to personal information; and
 - be the primary contact with the Privacy Commissioner in relation to any issues that may be raised

Part B

1 Collection of Information

- 1.1 The personal information that TAQ may request from a person will depend on the type of relationship the person has with TAQ, for example, whether the person is a service recipient, volunteer or donor.
- 1.2 It is TAQ usual practice to collect personal information directly from the person, unless it is not practical or reasonable to do so. Where a person is not capable of providing the information, TAQ may collect the information from the individual or entity who has legal responsibility for the person.
- 1.3 Sometimes TAQ collects personal information from a third party or a publicly available source/s, but only where the person has consented to such collection or would reasonably expect TAQ to collect their personal information in this way, or if it is necessary to enable TAQ to provide a service to, or serve, that person.
- 1.4 There are some circumstances in which TAQ may receive personal information about third parties from individuals who contact TAQ and supply TAQ with the personal information of others in the documents they provide to TAQ. In these circumstances, TAQ will attempt to ensure that the consent of those third parties is obtained if it thinks TAQ may need to use or disclose that information.
- 1.5 TAQ only collects personal information for purposes which are directly related to its functions and operations, and only when it is necessary for, or directly related to, such purposes. These purposes include:



- providing services and support;
- dealing with government and other non-government agencies;
- operating TAQ activities;
- fundraising;
- dealing with enquiries about TAQ programs and services; and
- administrative activities.

1.6 TAQ may also collect personal information as part of its normal communication processes, directly related to those purposes including:

- when a person emails TAQ;
- when a person phones TAQ, TAQ may store their phone number on its telephone system;
- when a person provides TAQ with their business card.

1.7 TAQ does not sell, loan or give away any information that it collects.

2 Use and Disclosure of Information

2.1 TAQ only uses personal information for the purposes for which it was given to it, or for purposes which are directly related to one of its functions or operations, and TAQ does not give it to other agencies, organisations or anyone else unless one of the following applies:

- the person has consented;
- the person would reasonably expect, or has been told, that information of that kind is usually passed to those individuals, bodies or agencies;
- the other agency, organisation or person is working as an agent or sub-contractor of TAQ or is otherwise authorised on behalf of TAQ and has agreed that the information remains the property of TAQ and has undertaken that the information will not be used for any other purpose than that directed by TAQ or disclosed to any other party;
- it is required or authorised by law;
- it will prevent or lessen a serious and imminent threat to somebody's life or health; and
- it is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of public revenue.

3 Quality of Information

3.1 TAQ takes steps to ensure that the personal information it collects is accurate, up to date and complete. These steps include maintaining and updating personal information when it is advised by a person that their personal information has changed, and at other times as necessary.



4 Security of Information

- 4.1 TAQ takes steps to protect the personal information it holds against loss, unauthorised access, use, modification or disclosure and against other misuse. These steps include password protection for electronic files, securing paper files in locked cabinets and physical access restrictions.
- 4.2 When no longer required, personal information is destroyed in a secure manner or deleted.

5 Access and Correction

- 5.1 If a person requests access to the personal information that TAQ holds about them, TAQ will allow access unless TAQ consider that there is a sound reason under the Privacy Act or other relevant law to withhold the information. If TAQ does not agree to provide access to personal information, it will advise the person of the reason. The person may seek advice from the Privacy Commissioner
- 5.2 If a person requests that TAQ changes personal information it holds, TAQ will make the change unless it considers that there is a sound reason for not making the changes requested. If TAQ does not agree to make requested changes to personal information, the person may make a statement about the requested changes and TAQ will attach it to the records.
- 5.3 Further information about how to request access or changes to the information TAQ holds about people can be obtained by contacting the TAQ Secretary who is the appointed Chief Privacy Officer.

6 Identifiers and Anonymity

- 6.1 Any identifiers used will be unique to TAQ.
- 6.2 A person has the option of not identifying themselves when dealing with TAQ, wherever it is lawful and practicable.

7 Trans Border Flow of Information

- 7.1 TAQ will only transfer information to a person or agency in a foreign country if it can fulfil its obligations under the National Privacy Principles.
- 7.2 Wherever possible, TAQ will ensure that prior to the transfer of any information, the person consents to the transfer of information.



8 Sensitive Information

- 8.1 It is necessary for TAQ to collect, store and use sensitive information due to the nature of the functions/operations it provides to the members who support it.
- 8.2 Where it is necessary for TAQ to collect sensitive information, it will only do so where:
- the person has consented; or
 - the collection is required by law; or
 - the collection is necessary to prevent or lessen a serious or imminent threat to the life or health of a person who is;
 - physically or legally incapable of giving consent or
 - physically cannot communicate that consent, or
 - the information is collected in the course of TAQ functions where the person is in regular contact in relation to those functions and the person understands that the information will not be disclosed without consent.

9 Confidentiality

- 9.1 TAQ Executive Members and volunteers who may have access to personal and sensitive information in the course of their duties are bound by their commitment to confidentiality.
- 9.2 Breaches of confidentiality by TAQ Executive Members and volunteers will be dealt with in accordance with the conditions of appointment of those individuals and the TAQ constitution.

10 Requesting Access or Change to Information

- 10.1 The request should be made in writing and directed to:
Chief Privacy Officer – the TAQ Secretary
- 10.2 A response should be expected within 7 days of the request being received. The time it may take to provide the information, or if there is any reason why the information cannot be provided or changed in accordance with the request will be advised accordingly. Generally the information will be available free of charge, unless substantial copying is required, in which case, TAQ may request a fee to cover the cost of copying.



11 Complaints or Concerns in Relation to Privacy

- 11.1 Any complaint in relation to privacy, it should be made in writing, directed to:
Chief Privacy Officer – the TAQ Secretary
- 11.2 An acknowledgement should be expected within 7 days of the complaint or concern being received. You will be advised of how your complaint or concern will be dealt with.
- 11.3 The complaint or concern will be investigated by the Chief Privacy Officer in consultation with the TAQ Chairperson.
- 11.4 A written advice of the response to the concern or complaint, or advice of further processes required, will be provided within 28 days.
- 11.5 If TAQ response is not acceptable to you, TAQ may suggest conciliation or arbitration on the matter. A formal complaint may be lodged with the Privacy Commissioner.

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