PRIVACY POLICY

Policy Statement

QLD Blue Light Association Inc respects the privacy of the personal information you may provide to us when we deal with you. The way we manage your personal information is governed by the *Privacy Act 1988* (Cth) (**Privacy Act**) and the Australian Privacy Principles (**APP**) established under the Privacy Act. This Privacy Policy describes how we collect, hold, use and disclose your personal information, and how we maintain the quality and security of your personal information.

Scope

This policy applies to all personal and sensitive information obtained by QLD Blue Light Association Inc (QBLAI).

Objective

'Personal information' means any information or opinion, whether true or not, and whether recorded in a material form or not, about an identified individual or an individual who is reasonably identifiable. In general terms, this includes information or an opinion that personally identifies you either directly (e.g. your name) or indirectly.

What personal information do we collect

The personal information we collect about you depends on the nature of your dealings with us or what you share with us. The personal information we collect may include:

- childs name
- parent/guardian names
- mailing or street address
- date of birth
- email address
- phone number
- photo consent
- swimming ability

Under certain circumstances, QLD Blue Light may need to collect sensitive information about you. This might include any information or opinion about your racial or ethnic origin, sex, or health information. If we collect your sensitive information, we will do so only with your consent, if it is necessary to prevent a serious and imminent threat to life or health, or as otherwise required or authorised by law, and we take appropriate measures to protect the security of this information.

You do not have to provide us with your personal information. However, if you choose to deal with us in this way or choose not to provide us with your personal information, we may not be able to provide you with our services or otherwise interact with you.

How do we collect your personal information?

We collect personal information directly from you when:

- you enrol in a QLD Blue Light program
- attend a QLD Blue Light activity or event
- participate in surveys or questionnaires
- subscribe to our mailing list
- apply for a position with us as an employee, contractor or volunteer

Collecting personal information from third parties

We may also obtain your personal information from third parties or publicly accessible sources, such as Programs 4 Children or Rock under the Clock. This information is collected to acknowledge your contributions to the Association and issue certificates accordingly.

How do we use your personal information?

We use personal information for many purposes in connection with our functions and activities, including the following purposes:

- provide you with information or services that you request from us
- deliver to you a more personalised experience and service offering
- improve the quality of the services we offer
- internal administrative purposes
- research purposes
- it is legally required or authorised, by or under an Australian law, or court or tribunal order. This includes express statutory provisions, as well as the more general application of the common law and the exercise of the Australian Government's executive authority
- we reasonably believe it is necessary to lessen or prevent a serious threat to the life, health or safety of any individual, or to public health or safety
- we have reason to suspect that unlawful activity, or misconduct of a serious nature relating to our functions or activities has been, is being or may be engaged in, and we reasonably believe the use or disclosure is necessary for us to take appropriate action in relation to the matter

Transfer of personal information overseas

Some of the third-party service providers that hold your personal information may be based in or have servers located outside of Australia. Where your personal information to third parties overseas is shared, we will take reasonable steps to ensure that data security and appropriate privacy practices are maintained.

How do we protect your personal information?

QLD Blue Light will take reasonable steps to ensure that the personal information that we hold about you is kept confidential and secure, including by:

- having robust physical security of our premises and databases / records
- taking measures to restrict access to only personnel who need that personal information to effectively
- provide services to you
- having technological measures in place (anti-virus software, fire walls)

Online activity

The QLD Blue Light website uses cookies. A cookie is a small file of letters and numbers the website puts on your device if you allow it. These cookies recognise when your device has visited our website before, so we can distinguish you from other users of the website. This improves your experience and the website.

We do not use cookies to identify you, just to improve your experience on our website. If you do not wish to use the cookies, you can amend the settings on your internet browser so it will not automatically download cookies. However, if you remove or block cookies on your computer, please be aware that your browsing experience and our website's functionality may be affected. We may use external service providers to measure site performance and for analytics purposes, including but not limited to, Google Analytics and Google Ad Services.

Retention of personal information

We will not keep your personal information for longer than we need to. In most cases, this means that we will only retain your personal information for the duration of your relationship with us unless we are required to retain your personal information to comply with applicable laws, for example record-keeping obligations.

Inquiries and complaints

For complaints about how QLD Blue Light handles, processes or manages your personal information, please contact the State Business Manager. Note we may require proof of your identity and full details of your request before we can process your complaint in accordance with our Complaint policy.

How to contact us

If you have a question or concern in relation to our handling of your personal information or this Policy, you can contact us at admin@bluelightqld.org or by calling 3014-3288.

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