

Privacy policy

Date: March 2025

The Rights Information and Advocacy Centre (RIAC) knows how important privacy is. We are committed to protecting your personal information.

This Privacy Policy relates to everything you do with RIAC.

When you sign the RIAC consent form, you agree to this policy every time you:

- Use the RIAC website
- Write, phone, or email RIAC
- Talk to a RIAC staff member

How does RIAC use your personal information?

- To get to know you
- To assist you with supporting and helping you
- To decide if RIAC is doing a good job or if we could do better
- Sometimes, RIAC is asked to give some information to our funding bodies and participate in program audits. We will get your consent before we do this.

Where does RIAC store your personal information?

- All information is locked away.
- All computers have passwords to protect your information.
- All information is stored electronically in Australia.

When does RIAC share your personal information?

- When we need to talk to someone about what you have asked us to help you with.
- When someone wants to check that RIAC is doing things right.
- If we believe you are at risk of harm to yourself or others.
- As required by law.

How does RIAC ensure your personal information is correct?

- Personal information will only be collected with your consent.
- You can help us by letting us know if there are any changes or something is wrong.

- RIAC will ask you from time to time.

Breach of confidentiality

A breach of confidentiality is when your private information is shared with anyone verbally, online, physically, or in any other way without your consent. RIAC has policies and procedures in place to make sure this does not happen and takes it very seriously if it does.

How can you access your personal information collected by RIAC? You can ask to look at your information at any time by emailing the CEO at ceo@riac.org.au.

Making a privacy complaint Your privacy is important. If you don't like the way RIAC has used your personal information, please:

- Think about what you want RIAC to do differently.
- Call RIAC on: (03) 5222 5499.
- RIAC will try and fix the problem as quickly as possible.

If you don't think that RIAC has fixed the problem, you can:

- Talk to the RIAC Business Systems Manager.
- Call: 0491 208 107.
- Email: feedbackandcomplaints@riac.org.au.
- Contact the Complaints Resolution & Referral Service.
- Call: 1800 880 052.

If you would like a copy of RIAC's complete Information Privacy and Data Protection Policy, you can contact a RIAC on (03) 5222 5499 to request a copy. You can also find it on our website www.riac.org.au