5 Daniel Street, Nambour QLD 4560
1800 777 723 | info@p2pqld.org.au
www.p2pqld.org.au

Privacy Guide - Easy Language

This guide explains how Parent to Parent (P2P) respects your privacy and keeps your personal information safe.

This Guide explains our full Privacy Policy in simple words. You can read the full policy for all the details.

About us

We are Parent to Parent Association Qld (P2P).
We help people with disability and their families.
We collect some information about you so that we can help you.

Privacy is important to us

Your personal information belongs to you.

We will:

- treat your information with care and respect
- only collect the information we need
- keep your information safe
- only share your information when you agree or when the law says we must
- answer your questions about your privacy.

The information we collect

We may collect information like:

- your name
- your address
- your phone number
- your email address
- your date of birth
- information about your disability
- information about your support needs
- health information

- information about your culture or language
- details about your parent, guardian or carer (if needed).

If you make a payment or donation online, we may collect your payment details.

We only collect information that we need.

How we collect information

We collect information from you when you:

- fill in a form
- contact us by phone
- send us an email
- use our website
- join one of our services
- sign a service agreement.

If you are under 18 years old, or someone else helps make decisions for you, we may ask your parent, guardian or authorised person for permission.

Why do we collect your information?

We use your information to:

- do our work
- contact you
- support you
- make our work better
- meet our legal responsibilities
- tell you about events or activities you may like.

We will not use your information for other reasons unless:

- you say it is OK, or
- the law says we must.

When we share your information

Sometimes we need to share your information.

We only do this:

- if you agree
- if the law says we must
- to help keep someone safe
- to provide the services you have asked for.

Sometimes we share information that does not identify anyone for government reports or research.

Is your information stored overseas?

Some of the computer systems we use are based in other countries.

These include:

- Google Workspace
- Employment Hero
- PlanAbility
- ClickUp.

These companies help us do our work.

We choose companies that have good security to help protect your information.

How do we keep your information safe?

We work hard to keep your information safe.

We do this by:

- using secure computer systems
- keeping paper files safe
- only allowing staff who have permission to see your information
- making sure staff keep your information private.

When we no longer need your information, we safely destroy it or remove anything that identifies you, unless the law says we must keep it.

Cookies

Our website uses cookies.
Cookies are small files that help websites work better.
Cookies help us understand how people use our website.
Cookies do not tell us who you are.
You can turn cookies off in your internet browser if you want to.

Your rights

You have the right to:

- see the information we keep about you
- ask us to fix information if it is wrong
- make a complaint if you are not happy.

We will usually reply to you within 30 days.

Data breaches

A data breach happens when personal information is lost, stolen or shared by mistake.

If this happens and it could seriously affect you, we will let you know as soon as we can.

We will also tell the Office of the Australian Information Commissioner if the law says we must.

How to contact us

Parent to Parent Association Qld Inc
5 Daniel Street, Nambour QLD 4560
1800 777 723 | info@p2pqld.org.au
Monday to Friday from 9am to 4pm