

Your privacy at a glance

We collect personal information so we can deliver services, support families, manage our operations, and meet legal obligations.

We only collect information that is reasonably necessary, keep it secure, and give you the right to access or correct it.

You can contact us at any time if you have questions or concerns about your privacy.

Overview

The Bryan Education Foundation Ltd (TBEF) is committed to protecting the privacy of individuals and handling personal information in a responsible, transparent and secure manner.

This Privacy Policy explains how personal information is collected, used, disclosed and managed in connection with the FamilyLinQ program.

TBEF manages personal information in accordance with:

- Privacy Act 1988 (Cth)
- Australian Privacy Principles
- Privacy and Other Legislation Amendment (Enhancing Privacy Protections) Act 2023 (Cth)
- Contractual obligations aligned with the Information Privacy Act 2009 (Qld)

We recognise that children are a vulnerable group and apply additional care when handling information relating to children and families.

What is personal information

Personal information is information or an opinion about an identified individual, or an individual who is reasonably identifiable, whether true or not and whether recorded or not.

This includes sensitive information such as health information.

Why we collect personal information

We collect personal information only where reasonably necessary to:

- deliver FamilyLinQ services and supports
- support children, families and communities
- communicate about programs, activities and services
- manage employment, volunteers and service providers

- evaluate and improve programs
- manage safety and wellbeing
- comply with legal and contractual obligations
- manage complaints or enquiries
- prevent fraud or misconduct

Families may opt out of non-essential communications at any time.

Types of personal information we collect

The types of information we may collect include:

- name and date of birth
- contact details
- service participation information
- records of interactions
- financial details where required
- employment or volunteer information
- health information relevant to participation
- emergency contact details
- social media information provided by participants

We only collect sensitive information where reasonably necessary and with appropriate consent.

Children's information

We recognise that children require additional privacy protections.

Information about children is collected through parents or carers unless otherwise authorised, and is handled with additional safeguards to support safety and wellbeing.

Choice to provide information

You may choose not to provide some information. However, this may limit our ability to provide services or ensure safety.

We will always explain what information is required and why.

How we collect personal information

We may collect information through:

- face-to-face interactions
- phone calls
- email communications
- digital forms
- surveys

- website interactions
- written forms
- referrals

Website and digital collection

When you visit our website, some information may be collected automatically, including:

- browser type
- pages visited
- date and time of access
- location data if enabled
- cookies

This helps us improve website performance and content.

You can adjust your browser settings to disable cookies.

Use and disclosure of personal information

We use personal information only for the purposes it was collected or where permitted by law.

We may disclose information to:

- service providers involved in supporting families
- professional advisers
- auditors and insurers
- regulators
- partner organisations where consent has been provided

We do not sell personal information.

Personal information collected through FamilyLinQ is not disclosed outside Australia except in the limited circumstances described under “Overseas disclosure”, or where the disclosure is otherwise required or authorised by law or approved by the Queensland Department of Education.

Overseas disclosure

The situations in which information relating to FamilyLinQ may be disclosed outside Australia include the publication of FamilyLinQ-related material online, such as program reports, summaries or documents prepared for accountability or evaluation purposes, which generally contain de-identified information, and photographs, video or audio recordings, case studies or other program-related content published on websites or social media platforms where informed consent has been obtained from a parent, carer or participant, or where TBEF is otherwise authorised by law to do so.

FamilyLinQ does not otherwise disclose personal information to overseas recipients.

Storage and security

We take reasonable steps to protect personal information from misuse, interference, loss, and unauthorised access or disclosure.

Security measures include:

- secure electronic systems
- access controls
- encryption
- secure physical storage
- staff training

Information is retained only as long as required and then securely destroyed or de-identified.

Access and correction

You may request access to or correction of your personal information.

We will respond within a reasonable timeframe, generally within 30 days.

Proof of identity may be required.

Privacy impact assessments

We may conduct privacy impact assessments where required to identify and manage privacy risks.

Data breaches

If an eligible data breach occurs, we will assess and respond in accordance with legal obligations, including notification where required.

Privacy enquiries and complaints

TBEF is committed to resolving privacy concerns promptly and fairly.

You may contact us to make an enquiry or lodge a complaint:

Phone: 07 3004 1222

Email: info@thebryanfoundation.org.au

Complaints will be managed in accordance with our Complaints Management Policy. We aim to respond within a reasonable period.

If you are not satisfied with the outcome, you may contact:

Office of the Australian Information Commissioner (OAIC)

Phone: 1300 363 992

Website: www.oaic.gov.au

Office of the Information Commissioner Queensland (OIC)

Website: www.oic.qld.gov.au

Phone: 07 3234 7373

Changes to this policy

We may update this Privacy Policy from time to time to reflect changes in practices or legal requirements. The latest version will always be available on our website.

Contact us

The Bryan Education Foundation Ltd

Phone: 07 3004 1222

Email: info@thebryanfoundation.org.au