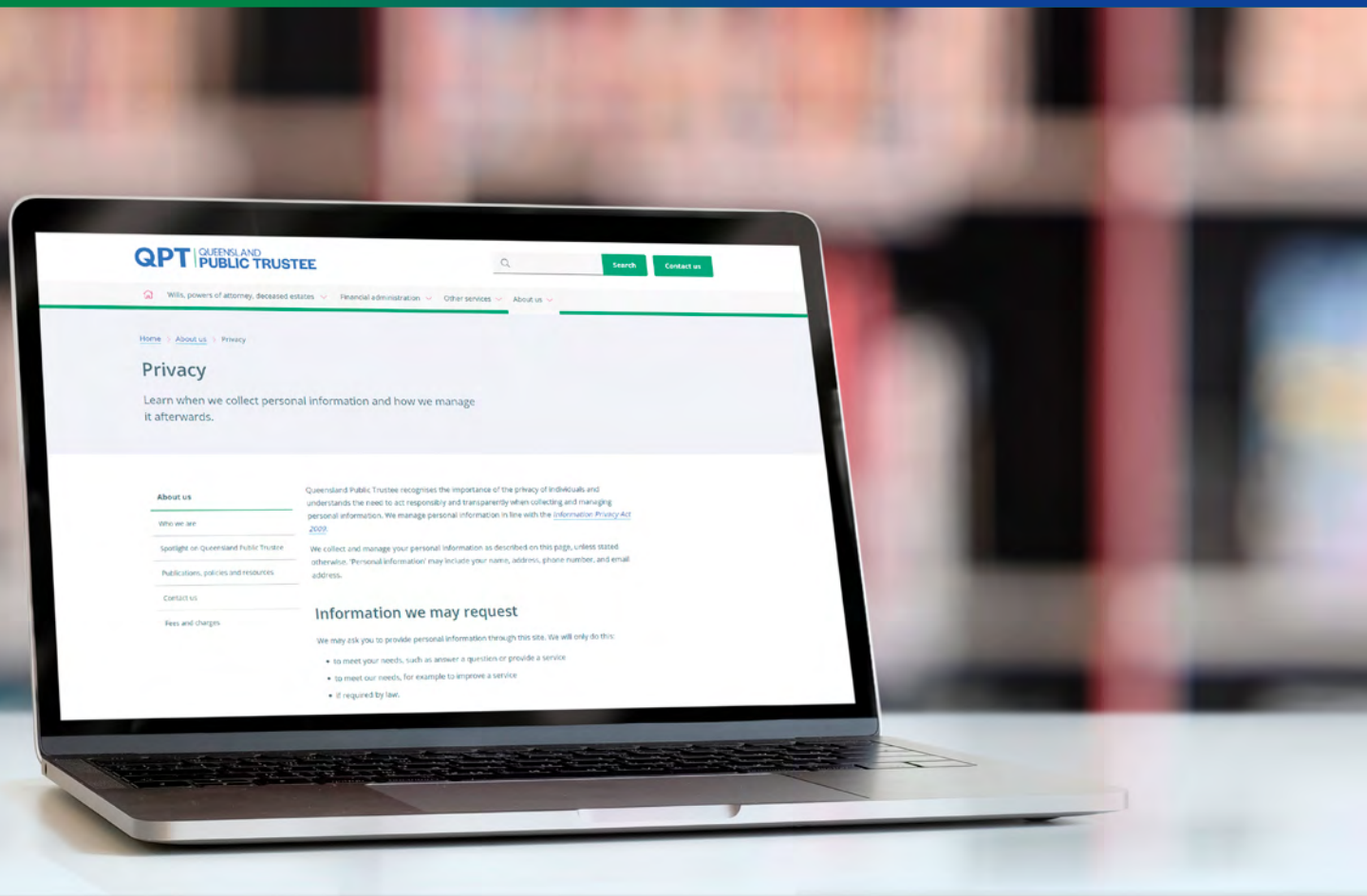


# How we look after your personal information

Easy Read Version



# What is in this guide

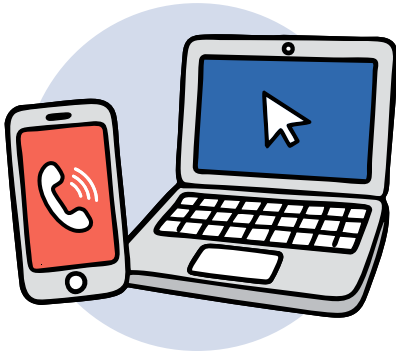
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# Help with this guide



You can get someone to help you:

- understand this guide
- find more information.



Contact information is at the end of this guide.



Some words in this guide are **bold**.  
We write what the **bold** words mean.

# About this guide



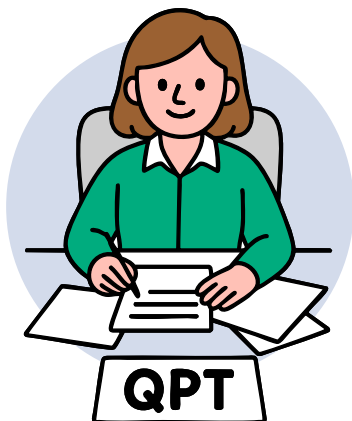
This guide explains how we look after your **personal information**.

Personal information means details about you.



In this guide we explain how we:

- collect information and why
- use your information
- share your information.



We only collect personal information if we need it to do our work.

# Collecting personal information



**Privacy** laws in Queensland tell us how to collect, use and share information in a safe and fair way.



Privacy means some things about you are personal and should be kept safe.



We may collect information when you:

- call us
- write to us
- visit one of our offices
- use our website.

# Collecting personal information



We collect information from you when we talk with you about our services.



We also collect information from people who work for us or apply for jobs with us.



We may sometimes get your information from other organisations or government **agencies**. Agencies are groups that do government work.

# Types of personal information



Personal information we collect may include:

- your name
- your date of birth
- your address
- your phone number.



Other personal information may include:

- money details like bank accounts
- information about your home or property
- health or medical information
- your tax file number
- your passport number.

# Types of personal information



Personal information can include details about your family such as your:

- parents
- children
- **next of kin.**



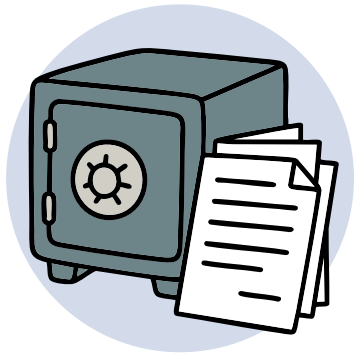
Next of kin means the person we contact in an emergency.



We may also collect things like:

- photos
- videos
- your signature.

# How we store your information



We follow government rules to keep records safe.



Your information may be stored on paper or on an **electronic** device.

Electronic devices include:

- a computer
- a laptop
- a mobile device.



We take steps to protect your information from **misuse** or **loss**.

Misuse means using information in the wrong way.

Loss means information is no longer available.

# How we share your information



If you are a customer, we may sometimes need to share your information with:

- your family members
- banks
- lawyers
- government agencies.



We may share information to keep people safe or because the law says we have to.



Sometimes we may ask for your **consent** to share information.

Consent means you agree.

# When we share your information outside of Australia



Sometimes we may need to share information outside Australia.

This only happens in some cases, such as when you agree or when the law allows it.



An example is when emails are stored on overseas **servers**.

Servers are powerful computers that store information.



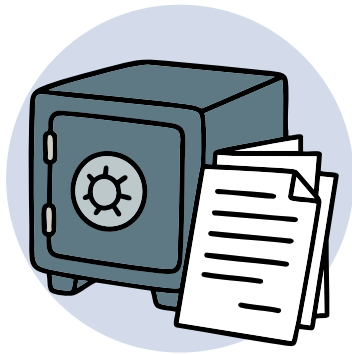
We will always take steps to keep your information safe.

# How you can see your information



You have the **right** to see your personal information.

A right is something the law says you can do.



You can ask us for **access** to your personal information.

Access means you can look at or get a copy of your information.



You can find out how to ask for access on our website:

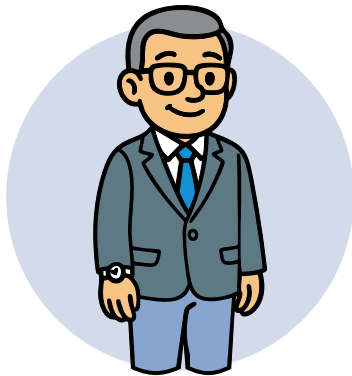
[www.pt.qld.gov.au/right-to-information](http://www.pt.qld.gov.au/right-to-information)

# How to correct your information



You can ask us to **correct** your personal information.

Correct means update or fix mistakes.



You can contact our Privacy Officer for help to do this.



You can find their contact details at the end of this guide.

# How to make a privacy complaint



You can make a complaint if you think we:

- should not have collected your information
- used your information in the wrong way
- shared your information when we should not have.

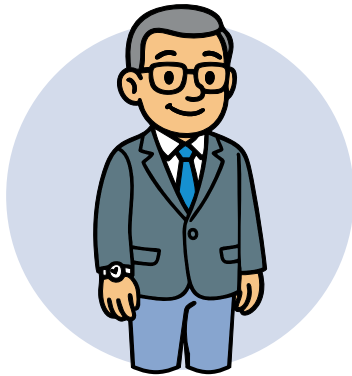


We will handle your complaint with respect and fairness.



You may need to write down your complaint and use a special form.

# How to make a privacy complaint



Our Privacy Officer can help you do this.  
You can find their contact details at the end of this guide.



We will **investigate** your complaint carefully.  
Investigate means look closely at what happened and what should happen next.



You can find out on how to make a privacy complaint on our website at  
[www.pt.qld.gov.au/complaints](http://www.pt.qld.gov.au/complaints)

# Contact our Privacy Officer



Our Privacy Officer can help you:

- make a complaint or
- see your personal information.



You can contact our Privacy Officer in these ways:

Email: [privacy@pt.qld.gov.au](mailto:privacy@pt.qld.gov.au)

Phone: [07 3564 2103](tel:0735642103)



You can write to them at:

Queensland Public Trustee Privacy Officer

GPO Box 1449

Brisbane QLD 4001

# Get help to speak to our Privacy Officer



If you do not speak English use the free Translating and Interpreting Service or TIS. You can call them on [131 450](tel:131450).



If you need help to speak or listen The National Relay Service (NRS) can help you make a phone call.

To use their service, you can:

- visit their website at [www.accesshub.gov.au](http://www.accesshub.gov.au)
- call them on [1800 555 660](tel:1800555660).