



Patron: Jackie French AM, Australian Children's Laureate 2014-2015, Senior Australian of the year 2015

Privacy Policy

Effective from	03 March 2025	Version	1.0
Prepared by	Client Services Officer	Scheduled Review	03 March 2026
Responsible person	CEO	Approved by	CEO
Ratified	Management Committee	Date	

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1. Introduction

(a) Speld Qld Inc. ABN 40 536 194 614 ('Speld') of 141 Merton Road Woolloongabba, Brisbane, QLD 4102, Australia, is committed to protecting the privacy of Personal Information we collect and handle. This Privacy Policy explains how we handle Personal Information we collect from individuals from time to time.

(b) We are bound by the Australian Privacy Principles in the Privacy Act 1988 (Cth) (Privacy Laws).



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(c) We may modify or amend this Privacy Policy as our organisational requirements or the law changes. We will display a notice on our website www.speld.org.au (Website) indicating when any such revisions have been made. This Privacy Policy was last updated on 03 March 2025.

2. Definitions

In this policy the expressions "**we**", "**us**" and "**our**" are a reference to Speld. The expressions "**you**" and "**your**" refer to each individual whose Personal Information we may handle from time to time where we are required to comply with Privacy Laws in respect of such 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 in material form or not.

Privacy Policy means this document as amended from time to time.

Related Organisation means anybody corporate, trust, partnership or association that is a related body corporate of Speld Qld, AUSPELD (the Australian Federation of SPELD Associations), or is otherwise permitted to use the SPELD name or trademark in its activities.

Sensitive Information means information or an opinion about an individual's racial or ethnic origin, political opinions, membership of a political association, religious beliefs or affiliations, philosophical beliefs, membership of a professional or trade association, membership of a trade union, sexual orientation or practices or criminal record that is also personal information, health information, genetic information, biometric information or biometric templates.

Spam Act means the Spam Act 2003 (Cth).



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3. Policy

3.1 What Personal Information do we collect?

(a) We only collect Personal Information to the extent that this is reasonably necessary for one or more of our functions or activities.

(b) We may collect Personal Information from you when you:

- (i) become a member or guest of Speld (make an application);
- (ii) make a donation to Speld;
- (iii) apply to be included on, or make use of, the Speld referral database;
- (iv) participate in a psychoeducational or speech and language assessment;
- (v) register for our professional development days or workshops;
- (vi) buy teaching aids and resources from us; or
- (vii) contact us by any method, such as telephone, email, post, through our website or in person.

(c) The type of Personal Information we collect may include:

- (i) details such as your name, phone number, address, email address, credit card number, expiry date and bank details (to the extent necessary to provide our services to you);
- (ii) if you apply to be listed on our professional referral database, your professional qualifications, employment history and Working with Children Check number;
- (iii) for the purpose of conducting psychoeducational and speech and language assessments or providing our referral service, we may also collect Sensitive Information such as health records, psychological or other professional assessments, educational and employment history and details of an individual's learning difficulties.

(d) When collecting Sensitive Information from you, we will obtain your consent, or the consent of a parent or guardian, to such collection, except where otherwise permitted under the Privacy Laws.



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(e) As well as collecting information directly from you, there may be occasions when we collect information about you from a third party. For example, we may collect reports from a child's school, tutor or treating doctor where required for the purpose of assessing the child's learning difficulties. We will only collect information from a third party where it is unreasonable or impractical to collect that information from the individual directly.

3.2 Purpose of collection of your Personal Information

(a) We may use and disclose your Personal Information for the primary purpose for which we collected your Personal Information, for reasonably (or directly, if the Personal Information is Sensitive Information) related secondary purposes within your reasonable expectations and where required or authorised by law.

(b) The purposes for which we collect, use and disclose Personal Information include the following:

- (i) for the provision of our products and services or conduct of our business activities;
- (ii) if you use our website or social media, to track your usage and to evaluate the performance of our Website.
- (iii) to communicate with you, and provide you with information, in relation to the products and services we provide;
- (iv) for dealing with related parties, including allied health professionals, treating doctors, tutors and teachers;
- (v) to provide the names, contact numbers and other details of professionals and tutors on our referral database;
- (vi) to respond to your questions or suggestions;
- (vii) to improve the quality of our products or services; and
- (viii) to improve the quality of your visit to our website or social media.

(c) If you do not provide us with the Personal Information listed above, we may be unable to provide our services to you.



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3.3 Communication from us

(a) We do not use Sensitive Information for marketing purposes.

(b) We may use and disclose your Personal Information (other than Sensitive Information) to provide you with information on offers, products and services offered by us and you consent to us doing so.

(c) If at any time you no longer wish to receive any direct contact from us regarding our services or do not want your information disclosed for direct marketing, contact the Speld office or use any unsubscribe facility we provide for that purpose. Please note that even if you have requested not to receive further direct communications, we may nevertheless continue to provide you with information about changes to our terms and conditions for the supply of goods or services and other information as permitted under the Privacy Act and Spam Act.

3.4 Disclosure of your Personal Information

(a) We do not sell, rent or trade Personal Information to or with any other third parties.

(b) At present we are not likely to disclose Personal Information to overseas recipients. From time to time, we may share your Personal Information with a third party in an Australian State or Territory other than Queensland, or with a Commonwealth agency. We will only transfer your Personal Information outside of Queensland if:

(i) you (or your authorised representative, as appropriate) has consented to the transfer;

(ii) we reasonably believe that the recipient of the information is subject to equivalent or substantially similar obligations for the protection of your Personal Information that we are; or

(iii) we are otherwise permitted or authorised by law to transfer your Personal Information.

(c) We typically disclose Personal Information to third parties in the following circumstances:

(i) that third party is the seller of a product you have purchased;

(ii) that third party is a contractor engaged to provide goods or services to us (including goods or services that assist us in providing our Website). Our agreements with such contractors require that they keep your Personal



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Information confidential, and that they only use or disclose your Personal Information for the purposes of providing those goods or services to us;

(iii) that third party is a psychologist or healthcare professional who assists to deliver our services;

(iv) that third party is an employee, contractor, subcontractor, or consultant of one of our Related Organisations who assist to deliver and improve our services;

(v) you have consented for us to share the information for this purpose; or

(vi) the disclosure is authorised by Privacy Laws including:

- to lessen or prevent a serious threat to life, health or public safety;
- if authorised or required by law;
- if we have reason to suspect that unlawful activity, or misconduct of a serious nature, that relates to our functions has been, is being or may be engaged in;
- if we believe it is reasonably necessary to assist in locating a missing person;
- to establish, exercise or defend a legal or equitable claim;
- if we believe it is reasonably necessary for an enforcement related activity conduct by, or on behalf of, an enforcement body; or
- you would reasonably expect, or we have told you that your Personal Information is usually used or disclosed to third parties in this way.

3.5 Access and correction of your Personal Information

(a) We will, on request, provide you with access to the Personal Information we hold about you, including for the purpose of correcting or updating that information, unless there is an exception to such disclosure which applies under Privacy Laws.

(b) If you require access to your Personal Information, please email speld@speld.org.au. Before we provide you with access to your Personal Information we require some proof of identity. For most requests, your information will be provided free of charge, however, we may charge a reasonable fee if providing you with access requires a substantial effort on our part.

(c) If we refuse to provide you with access to the information, we will provide you with reasons for the refusal and inform you of any exceptions relied upon under the Privacy Laws, including the Australian Privacy Principles (unless it would be unreasonable to do so).



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(d) We take such steps as are reasonable in the circumstances to ensure that your Personal Information is accurate, complete, and up to date whenever we collect or use it. If the Personal Information we hold about you is inaccurate, incomplete, irrelevant, misleading or out-of-date, please contact us (details provided below) and we will take reasonable steps to either correct this information, or if necessary, discuss alternative action with you.

(e) We will respond to all requests for access within a reasonable time.

3.6 Personal Information

3.6.1 Security and retention of Personal Information

(a) The security of your Personal Information is important to us. We take such steps as are reasonable in the circumstances to protect your information from misuse, interference or loss, and from unauthorised access, use, modification or disclosure. This includes the use of technologies and processes such as access control procedures and physical security to protect the privacy of your Personal Information.

(b) We will retain your Personal Information for specific periods depending on the type of data, ensuring it is retained no longer than necessary for the purpose of collection. Once we no longer require your Personal Information for the provision of services or another purpose of collection, we take such steps as are reasonable in the circumstances to destroy in a secure manner or permanently de-identify your Personal Information.

The Speld psychologists and speech pathologists are required to hold adult clients' files for 7 years and to hold child clients' files until the child has turned 25 years old.

(c) However, when using our website, you should be aware that no data transmission over the Internet can be guaranteed as totally secure. Although we strive to protect such information, we do not warrant the security of any information that you provide to us over the Internet, and you do so at your own risk.

(d) The steps we take to protect Personal Information include:

- (i) password protecting your Personal Information on our systems; and
- (ii) using an encrypted payment processing method to protect your payment data.



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3.6.2 Notifiable Data Breach

(a) Under the Notifiable Data Breach (NDB) scheme, an organisation or agency must notify affected individuals and the OAIC about an eligible data breach.

An eligible data breach occurs when:

- There is unauthorised access to or unauthorised disclosure of personal information, or a loss of personal information, that an organisation or agency holds;
- This is likely to result in serious harm to one or more individuals, and;
- The organisation or agency has not been able to prevent the likely risk of serious harm with remedial action.

If Speld suspects an eligible data breach may have occurred, we will quickly assess the incident to determine if it is likely to result in serious harm to any individual.

3.6.3 How you will be advised of a Data Breach

Speld may tell you about a data breach in an email, text message, or phone call. The notification will include:

- Our name and contact details.
- The kinds of personal information involved in the breach.
- A description of the data breach.
- Recommendations for the steps you can take in response.

If Speld is not able to contact everyone they need to, we will put the data breach notification on our website.

Speld would also promote this data breach notification, for example, through social media, news articles, or advertisements.

3.7 Links to other websites

Sometimes our website contains links to other websites, or we may provide links to third party websites as a service to you. Those links are provided for convenience only and may not remain current or be maintained. When you access a website other than our website, we are not responsible for the content or privacy practices of that site. We recommend that you review and understand the privacy policies of each website you visit before providing any information to them.



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3.8 Complaints

If you wish to make a complaint about an alleged breach of Privacy Laws, we ask that you send us your complaint in writing to the email address listed above (speld@speld.org.au). We endeavour to respond to complaints within a reasonable period, and in any event, acknowledge your complaint within 30 days. If you are not satisfied with how we manage your complaint, you may contact:

The Office of the Australian Information Commissioner (Queensland) by phoning (07) 3234 7373 or by email at enquiries@oic.qld.gov.au.

3.9 How to contact us

If you have any queries or complaints regarding our collection, use or management of your Personal Information, please contact:

Speld Qld Inc

141 Merton Road

Woolloongabba

QLD 4102

speld@speld.org.au