

How to access your **PERSONAL INFORMATION**



Under the Privacy Act 1988, you have a right to access your personal information that is held by our organisation, unless an exemption applies.

Only you, or another person you have authorised, such as a legal guardian, power of attorney or authorised agent, can make the request. You will need to provide evidence to confirm your identity such as a valid driver's license or passport. We will then respond to your request within 30 days. There is no fee for making a request to access your personal information.



1 Prepare your request

Write your request and include:

- Your name and contact details
- The personal information you want to access
- How you'd like access to the personal information (e.g. email, post or view online)
- If you authorise a person or organisation to access the personal information on your behalf



2 Submit your request

Email connect@yellowbridgeqld.com.au
Mail PO Box 3126, Toowoomba QLD 4350
Online Via our online enquiry form at www.yellowbridgeqld.com.au



3 Verify your identity

Provide evidence to verify your identity such as a driver's license or passport.



4 Written notice

We will respond to your request within 30 days. If we cannot give you access to your personal information, we will tell you in writing our reasons.



5 Next steps

If you are not happy with a decision made about accessing your personal information, you can:

- Contact our Chief Executive Officer by phone on 1300 882 764 or email at connect@yellowbridgeqld.com.au
- Lodge a complaint with the Office of the Australian Information Commissioner at www.oaic.gov.au or phone 1300 363 992

