

This Privacy Policy relates to the collection, storage, use and disclosure of personal information by SWITC (Support With Interpreting, Translating and Communication) in accordance with the Australian Privacy Principles (APPs).

We are dedicated to keeping details private and any information we do collect in relation to you, is kept strictly secured. Personal details are not sold or swapped with anyone. From time to time and in line with legislative changes, our privacy policy and procedures will be reviewed and updated if appropriate. Please check our website on an ongoing basis or contact us for information.

About SWITC

SWITC (Support with Interpreting, Translating and Communication) is an interpreting and translation service open to Non-Government Organisations (NGOs) that are funded by Disability and Community Care Services. SWITC enables NGOs to provide people who use a language other than English free access to interpreters and translators. SWITC will enable your organisation to service your clients fairly. This service is provided at no cost to you. SWITC is able to:

- Provide an interpreter to your organisation when you have client related meetings
- Translate client related documents and marketing materials into other languages.
- Provide alternative formats include braille, large print and multiple format audio.
- Provide captioning and hearing loop translation

What personal information do we collect?

If a client would like to access any Supports or Services on an anonymous basis or using a pseudonym, please tell us. If this is possible and lawful, we will take all reasonable steps to comply with the request. However, we may not be able to provide the Supports or Services in question if we are not provided with the personal information requested.

SWITC will only request personal information that is relevant to the transaction. The information we collect can differ depending on the nature of our dealings with you. Personal information collected by us may include:

- Name
- Address
- Home, mobile phone and fax numbers
- Email address
- “Cookies” which are sent to your computer from SWITC while you’re browsing our website
- Date of birth / age
- Gender
- Communication preferences
- Cultural background
- Health information

How is this information used?

SWITC will only use personal information for the purposes for which it was originally collected (unless otherwise specified by you).

Information collected is used to:

- Accurately identify those who contact us in order to protect against unauthorised access to your personal details.
- Communicate relevant information that is required to deliver the service to interpreters and service partners.
- Collate statistics of a general nature.
- Provide a service in accordance with Government contracts.
- “Cookies” are used to allow you to maintain a shopping cart and to purchase items in your shopping cart. Cookies sent to your computer from Deaf Services Queensland only last while you’re browsing our website. We do not store persistent cookies on your computer.

How can you ensure the information we have about you is correct?

SWITC will take all appropriate efforts to ensure that information about you is accurate and up-to-date. However, if you have moved address, changed title or any contact details, please contact us to update your details. If you would like to access your information to ensure its accuracy, please contact us on email switc@deafsq.org.au or phone (07) 3892 8559.

Disclosure of personal information

We will only disclose personal information to reputable companies and suppliers we engage to process credit card payments on our behalf. SWITC does not send any personal information overseas. SWITC will not disclose personal information unless it is necessary to:

- Be used confidentially by an agency engaged in product development and distribution.
- Report to State Government funding bodies on the services provided by SWITC.
- Disclose personal information if required by law, in connection with any legal proceedings or prospective legal proceedings, and to establish, exercise or defend SWITC’s legal rights.
- Provide information to quality auditing bodies (written consent will be obtained from you for this purpose).

Security

SWITC will take reasonable technical and organisational precautions to prevent the loss, misuse or alteration of personal information. All personal information you provide is stored on our secure servers.

Any personal information recorded on paper is also kept securely by SWITC. Personal information that is no longer required after the service provided is provided will be securely destroyed.

SWITC may refer to you to another organisation for a relevant service. We will seek permission before passing on any of personal information for this purpose.

When making payment by credit card directly to SWITC, financial details are passed through a secure server using the latest SSL (secure sockets layer) encryption technology. SSL encryption is the industry standard, and is the same encryption technology that is used by banks. SWITC does not keep credit card details on our servers. This information is passed directly through to our banking institution when the order is processed. SWITC is a Level 1 Merchant PCI DSS (Payment Card Industry Data Security Standards)

compliant company and we are audited regularly to ensure that we abide by strict data security standards so that we can continue to maintain this security level within the industry. If you have any questions regarding our security policy, please contact us via email dsq@deafsq.org.au or phone (07) 3892 8559.

SWITC assumes no responsibility for information practices of third party sites where the user can link through to our webpages. Please review the privacy policies listed on these sites before disclosing personal information. Please be aware that any information provided on social media platforms such as Facebook can be seen by the general public and SWITC does not take responsibility for information disclosed in this manner.

How to Contact Us

SWITC undertakes special events and distributes information that may be communicated to clients by post, email and social media. Clients can contact us to opt out of these communications through any of the below options.

- Phone: (07) 3892 8559
- Email: switc@deafsq.org.au

Feedback and Complaints

SWITC welcomes feedback from the community. If you would like to provide feedback to SWITC, please do not hesitate to contact us via the contact details below.

To provide feedback or make a complaint about the breach of the Australian Privacy Principles or on any other matter relating to SWITC, again please do not hesitate to contact us via the methods below. Privacy complaints will be handled following our grievance procedure which forms part of Quality Management System which is AS/NZS ISO 9001:2008 compliant. This includes escalating the complaint as appropriate for handling and investigating, maintaining regular contact with the person who made the complaint until it is resolved and incorporating resulting improvements to our systems and processes into our Continuous Improvement Plan.

SWITC contact details:

Head office address:

915 Ipswich Road (PO Box 465)
Moorooka QLD 4105

Phone: (07) 3892 8559

Email: switc@deafsq.org.au