

Thank you for visiting The Deck, an online resource hub for the Queensland housing and homelessness sector. This document provides you with information regarding your use of the site and our mutual obligations as provider and users of the site:

1. Disclaimer
2. Copyright
3. Privacy Policy

1. Disclaimer

- The material within this web site is distributed as an information source and is subject to change without notice. Although every effort has been made to ensure the accuracy, currency and reliability of information, users are responsible for making their own assessment of the information within the site, and for verifying relevant representations, statements and information.
- Q Shelter and the Queensland State Government (QG) disclaims all responsibility and all liability (including without limitation, liability in negligence) for all expenses, losses, damages and costs you might incur as a result of the information being inaccurate or incomplete in any way, and for any reason.

1.1 Computer Viruses

- Q Shelter and QG make no warranties that the information on this web site is free of computer viruses or other contamination. Users are responsible for ensuring information from this web site or any linked web site is free of viruses or other contamination.

1.2. Links to third party sites

- Links to third party sites are inserted for convenience. Q Shelter and QG make no representation or warranty regarding the content of these sites, and no responsibility is taken for the consequences of viewing and relying on this content. All material on any third party sites should not be seen as endorsed by Q Shelter or QG.

2. COPYRIGHT

- All material published on The Deck website is licensed as Creative Commons Attribution Only as per the [Creative Commons Attribution 2.5 Australia license](#).
- Unless otherwise stated, the material may be used without obtaining prior permission provided the author and organisation is acknowledged and the source is www.thedeck.org.au
- If you submit content for publication, in any format, you acknowledge that you have all necessary rights, including copyright, in the material that you are contributing to The Deck website and that you accept the material will be accessible to the public as per this license.
- In certain exceptional cases, particular pages on The Deck website may contain alternative copyright provisions. In these cases, the specific copyright provisions will be clearly stated on the individual pages.
- We will upload and display information consistent with the copyright provisions / policy published on the source website.

3. Privacy policy

3.1. BACKGROUND

We respect and protect the privacy of our users. This privacy policy tells you how we collect and use information.

The Deck website is managed by Q- Shelter. We are committed to ensuring your privacy while accessing and contributing to The Deck.

The term "Personal Information" in this privacy policy means any information from which your identity is apparent or can be reasonably ascertained. We do not automatically collect Personal Information about you when you visit this online service.

3.2. USER EXPERIENCE

There are two ways to access The Deck website:

- As an anonymous user
- As a subscribed user

As an anonymous user:

- you can use this service without telling us who you are or revealing other Personal Information. As an anonymous user there will be limitations to your access to the website such as uploading events and jobs.
- anonymous information will be collected to monitor the use of the website such as the numbers and frequency of visitors. This information is collated from log files which record details of each website transaction and may include the IP address of the user accessing the site.

If you choose to be a Subscriber we will request you provide information such as your name, role, contact details, organisation, the region/s your service operates in, type of service and accessibility options. If your organisation needs to maintain privacy re location i.e. domestic violence shelter, then please do not supply this information.

If you do voluntarily provide any of the aforementioned information it is collected from you for three main purposes:

1. To customise your experience of The Deck website to make it more accessible to you with more relevant content.
2. To ensure all contributed content is correctly attributed.
3. To enable you to access offers and discounts as a Q Shelter member in relation to the upload of jobs and events.

When you publish content, including comments and discussion forum posts, be aware that your name and organisation will be displayed. This is to ensure proper attribution and public accountability of the information published. All other information will not be publically accessible. In order to publish content on The Deck, including comments and discussion group postings you are required to be a subscribed user. By default, your name and organisation will appear alongside your post which will identify you publically as the author. This is to ensure proper attribution of the material. If you wish to post content anonymously you may request that your Name and Organisation be withheld prior to making the post. This request should be made in writing to: The Deck Host through the Contact Us form. You will be notified in writing whether the request has been accepted or declined.

Q Shelter will use information collated from log files. We will primarily only use such data in the aggregate and it contains no identifying information. This collective data helps us determine how much our audiences use parts of the site, so we can improve The Deck to assure that it is as useful and appealing as we can make it for Housing and Homelessness Sector. For example, we may publish the most popular articles on The Deck to promote this information as topical and relevant to the broader sector. We may also sort articles by popularity so that the most relevant materials appear towards the top of the page.

When The Deck has forums in operation, enabling you to create posts and a member of the public wishes to contact you, they will be able to do so through an online form. This form will generate and send an e-mail to you. The person completing the form will not see your e-mail address. However, if you reply to this message your e-mail address will be displayed as is normal with conventional e-mail.

The Deck may publish or provide this aggregate, non-identifying data to other people.

3.3. SCOPE

The purpose of this online service is to provide you with trusted information from researchers, universities, other providers and a range of other sources.

3.4. PERSONAL INFORMATION

If you contact us we will collect the email address you nominate and any other identifying information you provide, such as a name or phone number.

Please do not give us other personal or sensitive information.

Other than circumstances such as unlawful activity or serious threats to health and safety, we do not share Personal Information with other agencies. If you ask us about an issue that needs to be dealt with by another agency, we will provide you with the necessary details to make contact yourself. You may opt out of further contact from us at any time.

3.5. HOW WE DEAL WITH COMPLAINTS AND REQUESTS

You may request access to Personal Information about you that we hold and you may ask us to correct your Personal Information if you find that it is not accurate, up-to-date or complete. You may also make a complaint about our handling of your Personal Information. These services are free of charge.

To protect your privacy and the privacy of others, we will need evidence of your identity before we can grant you access to information about you or change it.

You can contact us by email, or send your request or complaint to the postal address below. We undertake to respond within 30 days. If the request or complaint will take longer to resolve, we will provide you with a date by which we expect to respond.

Q Shelter may also use this information to investigate technical issues related to the performance of the site. For example, a poorly behaving web spider may place excessive load on the site. Q- Shelter may use data collected in the log files to identify the source and take corrective action.

In the event that Q Shelter is investigating inappropriate use or technical issues on The Deck website, Q Shelter may share information in log files with Internet Service Providers and law enforcement authorities in order to further investigate the issue.

In circumstances where illegal activity is suspected Q Shelter may make log files available to law enforcement authorities.

3.6. COOKIES

A cookie is a file a website saves to your computer. It records information such as website preferences so that when you re-visit the site those settings are recalled. Unless otherwise blocked within your browser settings The Deck website will set a uses cookie to customise your user experience. The Deck uses two types of cookies: user cookies and session cookies.

- The user cookie will store your user preferences as set when you registered. For users that have not registered only your accessibility option will be stored.
- The session cookie will be set each time you visit the site. This session cookie records that you have verified your identity by entering your password. This allows you to publish to The Deck website by entering your password once per session. This session cookie is automatically deleted once you close your browser window or the time-out period has expired.
- If you do not want to accept cookies, they can be blocked through your browser options.

3.7. DISCLOSURE

- There may be occasions where Q Shelter is required by law to disclose your personal information to third parties.

3.8. NO SALE OF PERSONAL INFORMATION

- Under no circumstances will Q Shelter sell or receive payment for licensing or disclosing your personal information.

3.9. ACCESS AND CORRECTION: PERSONAL DATA

- If Q Shelter holds your personal information Q Shelter will where possible, provide you with access to the information. If you believe the information we hold is not accurate, you should contact us in writing, outlining where the incorrect information is located and how it should be changed. Q Shelter will take reasonable steps to correct the information so that it is accurate, complete and up to date.

3.10. COMPLAINTS ABOUT PRIVACY

- If you have any complaints relating to online privacy issues on The Deck, please notify us in writing through the Contact Us form. While Q Shelter accepts no liability for any material or links posted to the service, we will investigate all complaints.

3.11. CHANGES TO THE DECK PRIVACY POLICY

- If we decide to change The Deck Privacy Policy, we will post those changes here (on The Deck Website).

3.12. HOW WE PROTECT YOUR PERSONAL INFORMATION

This online service is hosted in Australia in secure, accredited facilities. To help protect the privacy of data and personal information we collect and hold, we maintain physical, technical and administrative safeguards. We update and test our security technology on an ongoing basis.

We train our employees about the importance of confidentiality and maintaining the privacy and security of your information. Access to your Personal Information is restricted to employees who need it to provide benefits or services to you.

Q Shelter will not use individually identifying personal information for any other purpose without your consent with the exception of inappropriate use as outlined below.

Q Shelter may use information from log files when investigating suspected breaches of The Deck - Terms of Use policy. For example, where the site has been vandalised or material posted under another person's name without their consent, Q Shelter may access the log files to investigate the source and take corrective action.

3.13. WEBSITE ANALYTICS

To improve your experience on our site, we may use 'cookies'. Cookies are an industry standard and most major web sites use them. A cookie is a small text file that our site may place on your computer as a tool to remember your preferences. You may refuse the use of cookies by selecting the appropriate settings on your browser, however please note that if you do this you may not be able to use the full functionality of this website.

Our website may contain links to other websites. Please be aware that we are not responsible for the privacy practices of such other sites. When you go to other websites from here, we advise you to be aware and read their privacy policy.

Our website uses Google Analytics, a service which transmits website traffic data to Google servers in the United States. Google Analytics does not identify individual users or associate your IP address with any other data held by Google. We use reports provided by Google Analytics to help us understand website traffic and webpage usage.

By using this website, you consent to the processing of data about you by Google in the manner described in Google's Privacy Policy- external site and for the purposes set out above. You can opt out of Google Analytics if you disable or refuse the cookie, disable JavaScript, or use the opt-out service provided by Google- external site.

TheDeck.org.au may also use interfaces with social media sites such as Facebook, LinkedIn, Twitter and others. If you choose to "like" or "share" information from this website through these services, you should review the privacy policy of that service. If you are a member of a social media site, the interfaces may allow the social media site to connect your visits to this site with other Personal Information

3.14. OUR OBLIGATIONS

This online service is bound by the provisions of the [Privacy Act 1988 \(Cth\)](#), including the [Australian Privacy Principles](#)

Contact us

You can contact us about your privacy concerns on (07) 3831 5900.

Alternatively, you can write to us at:

hello@thedeck.org.au

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