

Privacy Policy — PTSD Resurrected Inc.

Effective date: 14 October 2025

1. Introduction / Purpose

PTSD Resurrected Inc. is committed to protecting the privacy of individuals who provide us with personal information, including via our website, online surveys, email, or other means. We collect and handle personal information in accordance with:

- the Information Privacy Act 2009 (Qld) (as amended by the IPOLA amendments) and the Queensland Privacy Principles (QPPs); RTI Queensland+4Ashurst+4Office of Industrial Relations+4
- applicable federal law (such as the Privacy Act 1988 (Cth) and the Australian Privacy Principles, where applicable) OAIC+2Sprintlaw+2
- applicable ethical and sectoral requirements (e.g. in mental health / trauma-informed research / evaluation).

This Privacy Policy explains what personal information we collect, how we use, store and disclose it, and how you may access or correct your information or make a complaint.

2. What kinds of information we collect

We may collect the following types of information:

Category	Examples	Purpose / Why We Collect
Contact / identifying information	name, email address, telephone number,	To contact participants (e.g. for follow-up, validation), to manage communications, to send reports, or for program monitoring.
Survey / health / mental health / program data	responses to mental health / trauma / well-being questions, de-identified service usage, self-report data	To monitor, evaluate and improve our programs; to produce de-identified statistical reporting and analyses.
Demographic / contextual data	age range, gender identity, service type	To allow segmentation, analysis of trends, disaggregation while preserving anonymity.
Administrative / system data	IP address (for abuse detection), form submission timestamps, logs, metadata	To help ensure system security, detect misuse, troubleshoot, and maintain integrity of data.
Other information	any other information you choose to provide (e.g. free-text comments)	To support your feedback, qualitative insights.

We collect information directly from you (through forms, emails, surveys) or via automated means (e.g. metadata) when you interact with our services.

We only collect personal information that is reasonably necessary for our functions (i.e. program evaluation, monitoring, reporting). (Reflects data minimisation principle) GDPR Local+2Sprintlaw+2

3. How we notify you at the point of collection

We use a Privacy Collection Notice (or “disclaimer”) at or before the time you submit information (for example, in survey forms or email opt-in). This notice summarises:

- who is collecting the information (our contact details)
- why we collect it
- whether providing it is voluntary
- what happens if you don’t provide it
- how the information will be used and shared
- how to access our full Privacy Policy

Under Australian privacy law (APP 5), we must take reasonable steps to make these matters clear to you at or before the time of collection. [OAIC+2Sprintlaw+2](#)

4. Use, storage, disclosure and retention

Use / purpose

Your personal information will be used for the primary purpose for which it was collected (e.g. survey evaluation, program monitoring). We may also use it for secondary purposes consistent with the original purpose (e.g. reporting, research) where permitted under the QPPs or with your consent.

De-identification / anonymisation

Where appropriate, we will remove or mask personally identifying information before using or disclosing data in reports, presentations, or research findings.

Disclosure to third parties

We may disclose your information (or de-identified data) to:

- the Queensland Department or relevant departmental bodies for reporting
- evaluation partners, researchers (under strict data use agreements)
- our service providers who assist us (e.g. web hosts, data analytics, contractors) always under contractual obligations to maintain confidentiality and security
- legal or regulatory authorities, if required by law

If we transfer data overseas (e.g. via cloud service providers or analytics tools), we will ensure appropriate safeguards (contractual, technical, organisational) are in place. (Addresses cross-border disclosure)

Retention

We retain personal information only for as long as necessary to fulfill the purposes for which it was collected (including legal, reporting, evaluation, archival obligations). After the retention period, we securely delete or de-identify the information.

5. Data security

We take reasonable steps to protect personal information from misuse, interference, loss, unauthorised access, modification or disclosure. These may include:

- encryption (in transit, and where feasible, at rest)
- secure servers with access controls
- regular security audits, vulnerability testing
- logging, monitoring and restricted access (role-based)
- staff training and confidentiality obligations
- contractual requirements on third-party service providers
- secure disposal of records when no longer needed

In the event of a data breach or suspected privacy incident, we will respond in accordance with our Data Breach Policy, including notification to affected individuals where there is a risk of serious harm (and to regulators where required).

6. Access, correction and withdrawal

You have the right to:

- request access to the personal information we hold about you
- request correction of inaccurate, incomplete or out-of-date information
- withdraw your consent for further collection, use or disclosure (to the extent feasible)
- request deletion (where lawful) subject to legal or archival obligations

To make such a request, contact us using the contact details below. We will respond within a reasonable timeframe and, if we refuse a request, provide reasons and internal review rights.

7. Anonymity / pseudonymity

Where lawful and practicable, you may interact with us anonymously or via pseudonym (i.e. without providing your full identity). However, for certain services or follow-up, we may require identification or contact information (e.g. to follow up on response clarification or program enrolment). This aligns with the QPP 2 (option of anonymity) principle.

8. Consent

In certain cases, we will ask for express consent (e.g. when collecting sensitive personal information, or using data for purposes beyond the primary purpose) [OAIC](#).

Where we rely on implied consent (e.g. collection of non-sensitive information via form submission), our Privacy Collection Notice ensures you are informed and have choice. [OAIC+1](#)

You may withdraw consent at any time (subject to consequences) — we will make that as easy as possible.

9. Cookies, analytics and third-party tracking

Our website may use cookies, web analytics tools, and other tracking technologies (e.g. Google Analytics, third-party plugins) to:

- monitor site usage, performance and errors
- generate aggregate, de-identified statistics
- improve user experience

These tools collect anonymised or pseudonymised data (such as device type, browser, usage behaviour). You may disable cookies or tracking via your browser settings, but this may affect site functionality.

We may also use third-party services that have their own privacy practices; we will seek to ensure that they comply with equivalent standards.

10. Changes to this Privacy Policy

We may update this Privacy Policy from time to time (for example, in response to legislative change, new functionality, or operational changes). When we do, we will:

- revise the “Effective date”
- notify users via [e.g. website banner, email newsletter, or notice on site]
- ensure the updated policy is accessible on our site

Your continued use of our services after the effective date constitutes acceptance of the updated policy.

11. Complaints / inquiries

If you have any queries about this Privacy Policy, or believe we have breached your privacy, you may contact:

Attention: Privacy Officer
PTSD Resurrected Inc.
Email: info@rebootau.org

We will investigate and respond promptly. If you are not satisfied with our response, you may lodge a complaint with the Office of the Information Commissioner (Queensland) or the Office of the Australian Information Commissioner, as applicable.

12. Other relevant information

- **Data linkage / research:** If we intend to link datasets or conduct additional research beyond agreed reporting, we will seek additional consent or ethical approval.
- **Minors / vulnerable persons:** If data is collected from minors or vulnerable persons, special safeguarding and consent procedures will apply.
- **Third-party links:** Our site may include links to external websites; we are not responsible for their privacy practices.

- Legal obligations: We may need to retain or disclose information in compliance with legal obligations or law enforcement requirements.

Prepared by: PTSD Resurrected Inc.

Date: October 2025

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Andrew Cullen

PTSD Resurrected Inc.

Date: 14th October 2025