



Women's Legal Service Queensland (WLSQ) has a policy and process in place to manage the way that we hold confidential information about potential, former and current clients. This includes the use of information barriers.

What is an information barrier?

Information barriers are used to manage how sensitive information is accessed and shared. An information barrier limits the passing of information from one part of the organisation to the other and confidential information being accessed by anyone outside of the information barrier.

At WLSQ, we retain copies of client files for a minimum of 7 years. Some laws require WLSQ to retain client files for longer than 7 years, including if a client is under 18 when they receive a service or there are allegations of child sexual abuse.

WLSQ may receive confidential information from people who do not receive a service from WLSQ. This may include if you contact us for an appointment and you do not attend the appointment, or if you are referred to WLSQ from another service.

WLSQ uses information barriers to restrict access to information to ensure that WLSQ can comply with our legal and ethical duties and support as many women as possible.

For more information see our **[Privacy Policy](#)**.

Types of information barriers

Physical Files

WLSQ previously held physical files on behalf of clients. These physical files have been archived and are stored in offsite storage with restricted access, and this creates an information barrier.

Electronic Files

WLSQ now only holds electronic files on behalf of clients. WLSQ can restrict access to these files to create an information barrier.

When information barriers are used by WLSQ

WLSQ will use information barriers to manage confidential information in accordance with our obligations under law. This includes:

- 1.If you provide WLSQ with your information directly or via a referral service, and you do not receive a service from WLSQ. Your information will be retained and placed behind an information barrier.
- 2.If WLSQ is required to retain your records for longer than 7 years. Your information will be retained and placed behind an information barrier.
- 3.To manage perceived or potential conflicts of interest.

This factsheet includes general information only and is not a substitute for legal advice.