

1. Purpose

The purpose of this policy is to outline the Youth Off The Streets (YOTS) approach to the handling of personal information obtained from clients, donors, volunteers and suppliers.

2. Scope

This policy applies to all YOTS workers, volunteers, Board members and service providers who collect and manage personal information in the course of their duties.

NB. This policy does not apply to employee records as these are not covered in the Privacy Act 1988 (Cth); however, we treat information collected about our employees with respect and confidentiality.

3. Principles

YOTS is committed to its privacy obligations and adheres to the Privacy Act 1988 (Cth) including the Australian Privacy Principles (APP).

YOTS will:

- take all reasonable steps to ensure we are open and transparent about the way we manage personal information;
- maintain adequate security of personal information to seek to protect it from misuse, interference and loss from unauthorised access, modification or disclosure;
- establish reporting channels to receive privacy enquiries from individuals and for reports of privacy breaches to be received and acted upon;
- conduct risk assessments for all new and significant business projects which consider privacy impacts;
- provide an option for individuals to use a pseudonym or otherwise be anonymous unless it is not permissible or inhibits the adequacy or quality of service provided to individuals. For example, if you call us to make an enquiry about one of our services, we will not ask for your name unless we need it to deal with your query;
- report any privacy issues or breaches to the YOTS Board Finance, Audit, Risk and Compliance Committee;
- provide this policy free of charge and in an appropriate format for public access; and
- provide relevant training to our staff and volunteers on our privacy obligations and the APPs; and their application in our procedures and systems.

4. What is personal information?

Personal information is defined in the Privacy Act 1988 (Cth) as being information or an opinion about a person, whose identity can then be reasonably established. Personal information includes names, addresses, email addresses, dates of birth and passport numbers. It also includes 'sensitive information' about a person such as their racial or ethnic origin, religious affiliation, sexual orientation, and health information.

5. Collection of personal information

5.1 What will we collect?

YOTS will only collect the following personal information that is necessary for our activities:

- name
- address
- contact details for clients, donors, volunteers, suppliers and Op Shop customers
- client's family and living circumstances, education qualifications, employment history, financial information including income, interests, feedback preferences, parental responsibility, guardianship and service feedback and complaint details
- sensitive information such as gender, age, date of birth, health, disability, mental health, racial or ethnic origin, criminal convictions, religious affiliation, and other particulars required as part of our funding obligations and / or that are relevant for the proper provision of the services that we provide
- personal images, video and sound recordings
- information associated with emails, text messages, phone calls, browsing of the YOTS website or other electronic interactions including phone number and user name
- donor's bank and credit card details, and any other information associated with the purpose of better identifying donor sources

5.2 How do we collect personal information?

Where possible, personal information is collected directly from you with your informed consent at the time of your interaction with us. In some services, personal information is:

- received from third parties with your consent, where you are transferred or referred to us for the services that we provide;
- received from third parties who obtain your personal information from publicly available sources; or
- transferred between our own services with your consent, provided it relates to the primary purpose for which it was collected.

5.3 In what format?

Personal information may be collected in hard copy or digital formats. Hard copy records are required to be held securely. We hold electronic records in databases with security safeguards in place. Some of those databases are controlled by a government department, while some are held by a third-party provider.

Security surveillance equipment is utilised for the safety of anyone attending a YOTS facility and for asset protection. Any YOTS facility utilising external surveillance equipment will have signage

in place that is prominent and visible to advise you that your image may be captured. A written consent is required for any YOTS facility utilising internal surveillance equipment. Neither internal nor external surveillance equipment at YOTS will record your voice. You will be required to give your consent prior to your voice being recorded via any modality. This information is held securely and is covered by The Surveillance Devices Act 2007 (NSW) and the Invasion of Privacy Act 1971 and 227A of the Criminal Code Act 1899 (QLD). The use of internal surveillance in workplaces is currently not specifically regulated in QLD.

Where consent to collection is sought, it is sought voluntarily from you, and we will advise you accordingly. Our consent agreements are tailored to the services provided to you.

5.4 Sensitive information

We will not collect sensitive information about you unless:

- you have consented
- it is required by law
- or in other special specified circumstances, for example relating to health services provision and individual or public health or safety.

If you do not wish to disclose information that we have requested, please raise this with us.

5.5 YOTS website

We do not collect personally identifying information about you when you visit our website, unless you choose to provide such information to us.

Cookies

When you access our website, we may use software embedded in our website such as Javascript. We may place small data files (or cookies) on your computer or other device to collect information about:

- a) the pages you view and how you reach them;
- b) what you do when you visit a page;
- c) the length of time you remain on the page; and
- d) how we perform in providing content to you.

A cookie does not identify individuals personally, but it does identify computers. You can set your browser to notify you when you receive a cookie, and this will provide you with an opportunity to either accept or reject it in each instance. We may gather your IP address as part of our business activities and to assist with any operational difficulties or support issues with our services. This information does not identify you personally. Except as might be required by law, we do not share any information we receive with any outside parties.

Google analytics

We use Google Analytics to track visits to our website. It reports website trends without identifying individual visitors. Types of data collected include visits, viewed pages and the technical capabilities of our visitors. You can also block Google Analytics from sending your data by downloading an add-on for Google Chrome, IE and Firefox browsers. Once installed, the tracking information gathered by Google Analytics JavaScript (ga.js) will not be sent to Google Analytics servers.

6. Why do we collect personal information?

We will collect, hold and use personal information only for the primary purposes for which it is collected, or as set out below, including to:

- provide services which may include case management, housing support, employment services, counselling, education, volunteering, learning and development, and fundraising. Personal information may be shared between services within YOTS with consent to provide, expand or improve the services we provide to you more efficiently.
- comply with the requirements of funding bodies as part of a funding agreement with us
- operate fundraising and charitable activity in support of our objectives
- provide customer service functions, including handling customer enquiries, complaints and feedback
- facilitate proper governance processes such as risk management, incident management, internal audit and external audits
- gather feedback from you and other individuals about the quality of services that we provide so that the services we provide can be continuously improved
- undertake marketing, fundraising and promotional activities, including activities to better identify donor sources, events and conferences organised and held by us
- satisfy legal obligations, comply with applicable laws and meet the requirements of government bodies which regulate the services we provide
- understand, through aggregated information, trends and patterns which we use for research and advocacy
- fulfil other purposes to which you have consented.

7. Third parties

We will not disclose your personal information to other external organisations except:

- where the disclosure relates to the goods or services, we provide to you and with your consent
- as required by law (for example, when we receive a subpoena for information)
- as permitted under State/Territory related Child Protection legislation, where we may share information without consent, where we have concerns for the welfare of a young person
- where there are concerns that a young person could be a danger to themselves, or other community members and the Police are notified
- for transfer to another service provider in accordance with funding agreements
- as required by funding agreements
- for a purpose permitted by this policy; or
- if you request us to do so (for example, you may wish for a person that you know to access your personal information that we have, so that they can help you with your matter).

Examples of organisations and/or third parties that your personal information may be provided to include:

- external service providers where you are transferring to a service provider that is not part of YOTS

- a government agency, as required by our funding agreements (for example, by entering personal information of clients directly into the agency’s database system)
- third party service providers who assist us with the delivery of services or who provide services to or partner with us to enable us to deliver services, or in undertaking quality assurance of our services
- third party service providers who assist us with fundraising activities or strategy, identifying donor sources or analysis of our fundraising activities, strategy or patterns (including data collectives)
- third parties who assist us with co-ordination of volunteers, community activities and advocacy
- government or non-government agencies where we have a reasonable concern regarding the safety or wellbeing of a young person. Chapter 16A of the *Children and Young Persons (Care and Protection) Act 1998* (NSW) establishes a framework for interagency coordination and information exchange between YOTS and other prescribed entities. We have a formal procedure that directs staff on how to share personal information under this provision and it is included in the Mandatory Reporting Procedure. The *Child Protection Act 1999* (QLD) similarly has *Chapter 5A Part 4 Information sharing with prescribed entities*.
- third parties who collate and/or analyse information for the purposes of research and advocacy
- third parties for the electronic storage of information, some of which may be overseas
- First Responders as a response to health and safety concerns for a young person.

While we seek to ensure through our contracts with external parties that they comply with the Privacy Act 1988 (Cth) regarding the use of your personal information, we have limited control around how some external parties (e.g. government agencies) use your personal information.

8. Opt-out of communications

When we use your personal information to send you marketing or promotional information, we will provide you with an opportunity to opt-out of receiving such information. Where you do not elect to opt-out, we will assume that we have your implied consent to receive similar information and communications in the future.

Our opt-out notices are conspicuous and easy to apply. If you do not wish to receive future electronic communications, you can click on the ‘unsubscribe’ link provided in our emails to you.

For further information please contact us via:

email:	info@youthoffthestreets.com.au
telephone:	+ 61 2 9330 3500
post:	Opt Out Youth Off The Streets 28 Bowden Street Alexandria NSW 2015

9. Access to your personal information

You are entitled to request access to the personal information that we hold about you. This is generally provided upon your request, subject to completion of our verification process and any access restrictions imposed or permitted by law. Please make your request for access to the same point of contact to whom you provided your personal information; alternatively, you can contact the Privacy Officer at privacy.officer@youthoffthestreets.com.au or phone 02 9330 5300.

If we refuse to give you access to your personal information, we will give you the reasons for that decision and the further steps available for you to appeal and/or complain about that decision.

Correction

Where you tell us that information held by us about you is inaccurate, out-of-date, incomplete, irrelevant or misleading, we will correct it. If you want your information amended, please contact the same point of contact or person to whom you gave your personal information; alternatively, you can contact our Privacy Officer at privacy.officer@youthoffthestreets.com.au or phone 02 9330 5300.

If, having received and considered an application from you to amend your information, we do not consider that the information should be amended, we will not amend it but we will include a note with the information that you consider that it should be amended, and advise you accordingly.

10. Retention and disposal of personal information

We will retain and dispose of your personal information securely in accordance with applicable laws or requirements of any government or other funding body's record-keeping requirements. When we no longer have any use for holding your personal information, we will destroy it securely. For personal information that relates to some of our government-regulated services, we may be required to send information to the applicable government department, whereupon that department becomes responsible for the secure storage of that information.

11. Feedback

If you have an enquiry or a complaint concerning the collection, use or management of your personal information, please direct your enquiry or complaint to the staff member who is your usual contact. We aim to respond and resolve your enquiry or complaint in a timely and appropriate manner. Alternatively, you may lodge your enquiry or complaint via:

website:	https://youthoffthestreets.com.au/about/feedback-and-complaints/
telephone:	02 9300 3500 and ask to speak to the Privacy Officer
email:	privacyofficer@youthoffthestreets.com.au
write:	The Privacy Officer Youth Off The Streets PO BOX 6025 Alexandria NSW 2015

We will tell you promptly that we have received your complaint, and then give you a response to your complaint within 21 days. If you are not satisfied with the outcome, you may request a review by a senior manager. Where none of the above approaches by you has resolved the issue to your satisfaction, you can lodge a privacy complaint with the Australian Information

Commissioner. Go to their website and click on “Make a privacy complaint”. Please be aware that the Australian Information Commissioner will not look at your complaint until we have had a chance to look at it first, to try to resolve it to your satisfaction.

12. Related Documents

Chapter 16A Release of Information Procedure
Code of Conduct

13. Legislation

Australian Privacy Principles
Child Protection Act 1999 (Qld)
Child Protection Regulation 2011 (Qld)
Children's Guardian Act 2019 (NSW)
Children and Young Peoples (Care and Protection) Act 1998 (NSW)
Criminal Code Act 1899 (Qld) s 227A
Invasion of Privacy Act 1971 (Qld)
Privacy Act 1988 (Cth)
State Records Act 1998 (NSW)
The Surveillance Devices Act 2007 (NSW)

14. Document Status

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