

Privacy Policy



About this guide

This guide helps you understand how we collect, use and protect your information.

It gives you the important points from the full Privacy Policy.

When you see the words “**we**”, “**us**” or “**YOTS**”, it means Youth Off The Streets.

When you see the word “**you**”, it means you as a young person or service participant whose personal information we collect.

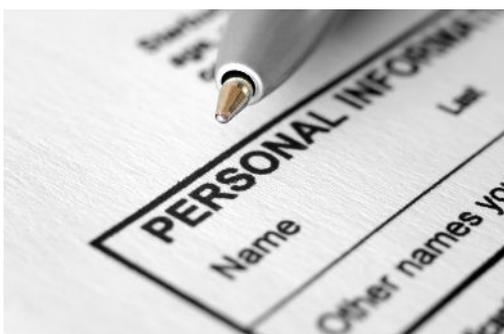
If you want more detail, you can ask us for the full Privacy Policy at any time or see it on our website.



Who we are

We are Youth Off The Streets (YOTS).

We help children and young people aged 12–24.



What is personal information?

Personal information is information about you.

Personal information is private.



The information we collect

We can collect details such as:

- your name
- your age
- your contact details
- your family or carer's details
- your health information
- cultural information you choose to share
- things that are happening in your life

We only collect what we need to support you.

We only share your information when we need to, when we are allowed to, or when the law tells us to.



How we collect your information

We collect your information in different ways.

We may collect information:

- from you, when you talk to us
- in person, on the phone or online
- in forms, notes or messages you give us
- from your parent, guardian or carer
- from schools, doctors or services helping you
- from other agencies, when the law allows us to

We will always try to collect information directly from you first.

We only collect information we need to support you or when the law requires it.



Why we collect information

We collect information so we can:

- understand your needs
- help keep you safe
- give you the right support
- talk with other services helping you
- follow the law



Who we share information with

We only share your information when:

- you say it is okay
- the law says we can
- the law says we must

We may share information with:

- health workers
- counsellors and caseworkers
- schools or training providers
- services helping your family
- child protection and youth justice services
- government agencies
- police, but only when the law says we can, or we must



When we must share information

Sometimes we must share information even if you do not agree.

This happens when:

- someone is in danger
- the law says we must report
- police or a court give us a legal order



About your consent

If you are under 16, we usually ask your parent or guardian for consent.

Sometimes young people can make their own decisions.

We decide this together based on your maturity.



How we keep your information safe

We keep your information safe and secure.

Computer records are locked using passwords and computer security systems.

Paper records are locked in secure storage.

We only keep information if we need it.



Your rights

You have rights about your information.

You can:

- ask us what information we have about you
- ask us for a copy of your information
- ask us to fix your information if it is wrong
- tell us if something worries you.

We will listen to you and help you understand your choices.



What if I need help?

If you have a question or concern, talk to us at any time.

Privacy Officer

Email: PrivacyOfficer@youthoffthestreets.com.au

Call: (02) 9330 3500

A worker can help you if needed.