

The Y WA Privacy Statement

The Y WA is bound by the Privacy Act 1988 which regulates how personal information is handled and includes thirteen Australian Privacy Principles and the Privacy Amendment Act 2017 (Notifiable Data Breaches). The Y WA is committed to ensuring that personal information collected, held, used and disclosed is managed in accordance to legislative requirements and the Australian Privacy Principles.

Why does The Y WA collect personal information?

Personal information is defined under the Privacy Act as information or an opinion about an identified individual, or an individual who is reasonably identifiable.

The Y WA collects and holds personal information about you and/or your child that is reasonably necessary for or related to our activities and the services we provide to you or your child. The purposes for which your personal information is collected will usually be obvious at the time it is collected. The main purpose is to provide care and support services to children and young people or to provide services at recreation services. It assists the Y WA to ensure the well-being, protection, safety and development of our customers.

What type of personal information is collected?

The Y WA collects your personal information dependent upon the nature of the services being provided by the Y WA and may include name, gender, address, phone numbers, email address, date of birth, bank account details, credit card number, tax file number, Centrelink Customer Reference Number, date of birth and custody arrangements.

In addition the Y WA collects and holds personal information about children and young people including their: name, former name, gender, address, Centrelink Customer Reference Number, immunisation status, date and place of birth, birth certificate, Medicare number, custody arrangements or parenting orders, dietary requirements, languages spoken, doctor's details, medical conditions, additional needs, photographs and videos of children, samples of children's work and general information about your child and your family that assists us in providing individualised early learning and care to children.

On occasions, we may need to collect personal information about you from third parties, such as credit reporting agencies, business partners or your agents. If your consent to this collection is required by law, we will first obtain your consent prior to collecting the information.

When is personal information collected?

Information is usually collected at the time of enrolment, referral or membership. You may be asked to periodically review your information to ensure it is complete, accurate and up to date. The accuracy of personal information depends largely on the information that is provided.

At times additional personal information may be requested due to new activities, services or as you progress through services.

How is information collected?

The Y WA collects personal information held about an individual by way of:

- completed forms
- face to face meetings and interviews
- online interactions including the the Y WA website including cookies sent from the the Y WA website, the intranet, social media channels, online employment applications and online enrolment sites
- from third parties that the Y WA may interact with
- telephone calls
- emails.

In certain circumstances, the Y WA may also collect personal information about individuals which is sensitive. Sensitive information will only be collected with an individual's consent, unless otherwise permitted by law.

The Y WA Privacy Statement *(cont.)*

How is information used?

The Y WA will only use personal information for:

- the purpose which it is collected; or
- a secondary purpose directly related to the primary purpose that an individual would reasonably expect their information to be used for; or
- with the individual's consent; or
- as otherwise allowed under the Privacy Act, or as required or authorised by law.

How is personal information protected?

The Y WA has controls and processes in place over the release of personal information which are overseen by the the Y WA Privacy Officer. All reasonable steps will be taken to protect any personal information that the Y WA hold from unauthorised access, modification, misuse, loss and disclosure. The Y WA staff are, as a condition of their employment, expected to respect the confidentiality of personal information.

Personal information will be stored securely in paper form or electronically at a the Y WA centre or at the the Y WA Head Office. The Y WA may store, process or back-up your personal information on computer servers, including through third party service providers who assist us in operating our business. Only authorised employees from the Y WA and third party service providers will have access to your information.

The Y WA protects credit card details according to the Payment Card Industry Data Security Standard (PCI-DSS).

Personal information will be disposed of securely to protect the privacy of individuals.

Will information be shared?

The Y WA may disclose necessary information to third parties where services relating to the purpose for which the personal information is collected are outsourced or it would be reasonably be expected to be disclosed to a third party. All organisations that the Y WA disclose personal information to are subject to strict guidelines on how they use the personal information and are bound by specific confidentiality and non-disclosure agreements.

Personal information may be disclosed to child protection agencies, family support agencies or emergency services when the Y WA reasonably believe that a child is at risk of significant harm.

The Y WA will not disclose personal information to a third party for any other purpose without the individual's consent unless it is authorised or required by law.

The Y WA will take all reasonable steps to ensure that personal information used or disclosed is accurate, up to date, complete and relevant, having regard to the purpose of its use and disclosure.

Staff will obtain parent/guardian/your permission before using any personal information or images for direct marketing purposes.

Personal information about individuals will not be shared with other individuals or their families or outside of the work environment including social media channels.

What happens if my personal information is breached?

The Y WA is required to comply with the Privacy Amendment (Notifiable Data Breaches) Act 2017 and will treat a breach of privacy as a high priority event. Eligible breaches will be notified to the Office of the Information Commissioner and to affected individuals.

Further information

You may request access to any personal information of yours or your child that is held by the Y WA.

If you have any questions, concerns or issues relating to the personal information held by the Y WA or if you would like to review personal information held about you or your child, please contact the the Y WA Privacy Officer.

The Y WA Privacy Officer
YMCA Head Office
201 Star Street
Welshpool WA 6106

Email: privacy@ymcawa.org.au
Tel: 9473 8444 or 9473 4000

If you are dissatisfied with the response from the Y WA, you may contact the Office of the Information Commissioner:

1300 363 992
enquiries@oaic.gov.au
www.oaic.gov.au/