

## You can access your personal information

You can gain access to your personal or sensitive information unless certain situations apply, including:

- that it is unlawful to do so,
- that it is subject to legal proceeding and /or
- that it would have an unreasonable impact on the privacy of others.

## If your privacy has been compromised

You should contact us immediately and we will respond to your complaint.

You are also entitled to contact the Privacy Commissioner directly.

## Changes to this policy

We may change our Privacy Policy from time to time, but will remain bound by any legislative requirements.

## Do you want to know more?

More information on the Privacy Act 1988 and the Australian Privacy Principles is available at [www.privacy.gov.au](http://www.privacy.gov.au)

## Contact us at our Head Office

81 Oldaker Street  
Devonport  
Tasmania 7310  
Phone (03) 6423 6635  
Fax (03) 6423 6642

**Email: [reception@yfcc.com.au](mailto:reception@yfcc.com.au)**

**Website: [www.yfcc.com.au](http://www.yfcc.com.au)**

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**YOUR  
PRIVACY**

## **Privacy Policy**

In our normal course of business, we collect personal and sensitive information about our clients. This information is always handled in a strictly confidential manner to ensure we meet the requirements of the Privacy Act 1988 and Australian Privacy Principles at all times.

### **What information do we collect?**

When you access any YF&CC service we need certain personal information about you. This may include your name, date of birth, residential address and contact telephone numbers.

We may also need additional sensitive information, such as annual income, other financial details, details of previous housing or tenancies, marital status, number and ages of dependents, or medical diagnosis or medications.

### **Why we collect information about you**

We collect your personal information primarily to assess if you are eligible for assistance from the different programs that YF&CC offer, to give you

the best support we can, and to meet program requirements. You may choose to remain anonymous or provide us with a pseudonym, however, we may not be able to assess all your needs or provide you with the full assistance that you require.

### **How we collect personal and sensitive information**

In most instances, the information that we collect comes directly from you. This may be face-to-face or when you call us.

In some instances, with your consent, we obtain information about you from a third party. For example, where applicable, we may collect information about you from another agency, e.g. Centrelink, or a service that has referred you to us.

### **When privacy does not apply**

Privacy does not apply where, for example, police are investigating a serious crime. There is also some forms of reporting we must do if there is a risk to the life or health of a person or child. If you have any concerns, please feel free to discuss with us.

### **How do we protect personal and sensitive information?**

We may hold your information in paper documents or electronic format. At all times we protect your information from others. Paper and electronic data is stored in a safe place.

### **How do we look after your personal and sensitive information?**

We do everything we can to make sure that all information we collect or use is accurate, complete and up to date.

If you find that the information we hold about you is not current or correct then you are able to have it corrected.

### **Our duty of confidentiality**

We have a duty to keep confidential all personal information we hold about you except where disclosure of such information is compelled by law, in the public interest or where we have your consent, which may be either express or implied.