

## 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 right then you are able to change it.

## Our duty of confidentiality

We have a duty to keep private 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.

## You can access your personal information

You can gain access to your personal or sensitive information unless:

- it is unlawful to do so,
  - it is needed for legal matters and /or
- it has impacts on the privacy of others.

## If your privacy has been breached

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

You also have the right to contact the Privacy Commissioner.

## Changes to this policy

We may change our Privacy Policy from time to time, but it will always follow what the law states.

## Do you want to know more?

You can find out more information on the Privacy Act 1988 and the Australian Privacy Principles at [www.privacy.gov.au](http://www.privacy.gov.au)

## Contact us at our Head Office

62 Stewart Street  
Devonport  
Tasmania 7310

Phone (03) 6423 6635

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

When our workers meet with you, they collect personal and sensitive information. This information is always kept safe. We make sure we meet the requirements of the Privacy Act 1988 and the Australian Privacy Principles at all times.

### What information do we collect?

When you access any YFCC service we need certain personal information about you. This may include your name, date of birth, your house address and phone number.

We may also need other sensitive information, such as your income, other financial details, details of past housing or tenancies, relationship status, number and ages of your children, or medical diagnosis or medications.



### Why we collect information about you

We collect your personal information to:

- see if our service is the right service for you
- find out how we can best help you
- meet our program requirements

You can choose to remain unnamed or give us a fake name. However, we may not be able to assess all your needs or give you the best help.

### How we collect personal and sensitive information

Most of the time, the information that we collect comes straight from you. This may be face-to-face or when you call us.

Sometimes, if you agree, we get information about you from a third party. For example, 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 are also some reporting forms 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 on the computer. At all times we protect your information from others. Paper and computer data is stored in a safe and secure place.