



Overview

Youth Projects Ltd (Youth Projects) is an independent, secular, non-judgemental and inclusive organisation. We welcome and celebrate diversity and understand the many differing lifestyles, circumstances, habits and choices made by members of the community and people we come into contact with.

Youth Projects recognises the importance of protecting the privacy and the rights of individuals in relation to their personal information. Personal information means information which identifies you as an individual or from which your identity can be reasonably ascertained.

Youth Projects collects and uses personal information as an organisation offering a diverse and complex range of support services to our community.

This Privacy Policy relates to personal information we collect and handle about you as our clients, contractors, visitors to our website, social media and members of the public.

We do not disclose your personal information to any person or body outside Australia for any purpose.

Types of personal information collected

Essentially 'personal information' means any information that can be used to personally identify you.

This may include your name, address, telephone number, email address and profession or occupation. If the information we collect personally identifies you, or you are reasonably identifiable from it, the information will be considered personal information and protected in accordance with this policy.

Many of our services require that we collect personal and sensitive information about an individual in order to support and assist them. Without this information we could not deliver quality, trusted services that serve the goals of the program and the individual.

This could include some or all of the following: information about a person's health and personal problems and circumstances, family situation, living arrangements, children and income.

How personal information is collected and held

We collect your personal information directly from you in most cases, where reasonable and practicable. When collecting personal information from you, we may collect in ways including:

- through your access and use of our website or other social media
- during conversations between you and our employees or representatives
- when you complete an application or survey

- when you donate to us goods, services or money
- when the law requires (We may also collect personal information from third parties including: law enforcement agencies and other government entities where this is authorised or required by law).

We take reasonable steps to ensure your personal information is protected from misuse and loss and from unauthorised access, modification or disclosure. We may hold your information in either electronic or hard copy form. Personal information is destroyed or de-identified when no longer needed.

As our website is linked to the internet, and the internet is inherently insecure, we cannot provide any assurance regarding the security of transmission of information you communicate to us online. We also cannot guarantee that the information you supply will not be intercepted while being transmitted over the internet. Accordingly, any personal information or other information which you transmit to us online is transmitted at your own risk

Purposes for handling personal information

We collect your personal information so that we can deliver our services and related activities and functions and to provide the best possible quality of client service.

We collect, hold, use and disclose your personal information in relation to the following purposes:

- Provision of services to you under the programs and services provided by Youth Projects such as but not limited to:
 - Employment and related services
 - Training and Education
 - Apprenticeships
 - Mental Health Counselling
 - Alcohol and other drug counselling
 - Drink Drug Drive courses and services
 - Needle Syringe Exchange
- Medical and health information in relation to our clinical services at The Living Room Primary Health Services

Sharing of personal information

We may disclose your personal information to:

- our employees, contractors or service providers for the purposes of operation of our supporter and customer services, and to otherwise provide information, products and services to you including, without limitation, web hosting providers, IT systems administrators, mailing houses, couriers, payment processors, data entry service providers, electronic network administrators, debt collectors, and professional advisors such as accountants, solicitors, business advisors and consultants;
- suppliers and other third parties with whom we have commercial relationships, where this is necessary to provide you with a service or product you have asked for;
- any organisation for any authorised purpose with your express consent and

- when the law requires.

Digital services

In some cases we may also collect your personal information through the use of cookies. When you access our website, we may send a “cookie” (which is a small summary file containing a unique ID number) to your computer. This enables us to recognise your computer and greet you each time you visit our website without bothering you with a request to register. It also enables us to keep track of products or services you view so that, if you consent, we can send you news about those products or services.

We also use cookies to measure traffic patterns, to determine which areas of our website have been visited and to measure transaction patterns overall.

We use this to research our users’ habits so that we can improve our online products and services. Our cookies do not collect personal information. If you do not wish to receive cookies, you can set your browser so that your computer does not accept them.

We may log IP addresses (that is, the electronic addresses of computers connected to the internet) to analyse trends, administer the website, track users movements, and gather broad demographic information.

Our website may contain links to other websites operated by third parties. We make no representations or warranties in relation to the privacy practices of any third party website and we are not responsible for the privacy policies or the content of any third party website. Third party websites are responsible for informing you about their own privacy practices

Procedures for access, correction and feedback

You may request access to any personal information we hold about you at any time by contacting us (see Contact Us below). You will be required to provide verification of your identity, and we reserve the right to withhold information if we are not satisfied you are the person identified in it.

Once verification is complete, where we hold information that you are entitled to access, we will make reasonable efforts to provide you with suitable means of accessing it (for example, by mailing or emailing it to you).

There may be instances where we cannot grant you access to the personal information we hold. For example, we may need to refuse access if granting access would interfere with the privacy of others or if it would result in a breach of confidentiality. If that happens, we will give you written reasons for any refusal.

If you believe that personal information we hold about you is incorrect, incomplete or inaccurate, then you may request us to amend it. We will consider if the information requires amendment. If we do not agree that there are grounds for amendment then we will add a note to the personal information stating that you disagree with it.

Additional privacy information

If you believe that your privacy has been breached, please contact us using the contact information below and provide details of the incident so that we can investigate it. Complaints will be managed in accordance with the Youth Projects Complaints Management Policy & Procedure.

Our procedure for investigating and dealing with privacy breaches is an internal review by the Privacy Officer, who may contact you to seek further information to your initial complaint, if needed. At the conclusion of that review, you will be provided with a written account of the outcome and any measures we propose to take to address defects in our processes.

At any time, if you wish to have the matter considered externally, you may complain to the Office of the Australian Information Commissioner: telephone 1300 363 992, via the contact - complaints link on the Commission website www.oaic.gov.au or by post to GPO Box 5218 Sydney NSW 2001.

Contact information

If you have any questions about this Privacy Policy, any concerns or a complaint regarding the treatment of your privacy or a possible breach of your privacy, please use the contact link on our website or contact our Privacy Officer using the details set out below.

We will treat your requests or complaints confidentially. Our representative will contact you within a reasonable time after receipt of your complaint to discuss our concerns and outline options regarding how they may be resolved. We will aim to ensure that your complaint is resolved in a timely and appropriate manner.

Contact Us

Privacy Officer

Youth Projects Ltd

6 Hartington Street Glenroy VIC 3046

Email: privacyofficer@youthprojects.org.au

Further Information

Privacy Act (1988)

Freedom of Information Act 1982

Last updated: September 2017

Youth Projects
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