

CONFIDENTIALITY AND PRIVACY POLICY



YellowBridge QLD is committed to protecting the confidentiality and privacy of personal information which the company collects, stores and administers and that persons dealing with us understand our practices in relation to the management of personal information.

We recognise the rights of participants, employees, Board members and volunteers of YellowBridge QLD to maintain their privacy and confidentiality and to have their information administered in ways which they would reasonably expect.

As a service provider in both the state and Commonwealth jurisdictions, where a service agreement exists:

- The Privacy Act 1988 will prevail and apply in the Commonwealth jurisdiction;
- The Information Privacy Act 2009 will prevail and apply in the state jurisdiction; and
- All new and current records will be administered in accordance with the Australian Privacy Principles (contained in Schedule 1 of the Privacy Act 1988) and YellowBridge QLD's Document Management Policy.

When personal information is no longer required, it will be destroyed in a secure manner, deleted or de-identified in accordance with legal or compliance requirements.

To the extent required by the privacy laws, YellowBridge QLD will:

- not collect any information about an individual unless that information is reasonably necessary for one or more of the Company's functions and activities, and the collection of such information will be by lawful and fair means;
- appropriately handle unsolicited and solicited personal information;
- ensure reasonable steps are taken to notify an individual of this policy and our Privacy Statement, including information pertaining to the access and correction processes, the grievance procedure, and whether the information will be disclosed to overseas recipients;
- only use or disclose personal and sensitive information for the primary purpose for which it was originally collected (unless otherwise allowed by an Australian law or court/tribunal

Related Policies

- Not applicable

Related Procedures

- Not applicable

Related Documents

- Definitions as defined by the Privacy Act 1988
- Privacy Act 1988 (Aust. Govt)
- Information Privacy Act 2009 (Qld Govt)
- [Australian Privacy Principles](#)

Quality Framework References

- Standards 1 & 6 – Human Services Quality Framework
- Standards 4, 5 & 6 – National Regulatory Code Community Housing
- NDIS Quality & Safeguarding Framework
- Aged Care Quality Standards

ISO 9001:2016 Quality Management Standards References

- 4 - Context of the organization
- 5 - Leadership
- 6 - Planning
- 7 - Support
- 8.4 - Control of externally provided processes, products and services
- 9 - Performance Evaluation
- 10 – Improvement

Policy Approval Authority

- YellowBridge QLD Ltd Board

Policy Custodian

- Chief Executive Officer

order) or by the consent of the individual concerned; and

- take reasonable steps to:
 - ensure all personal and sensitive information it collects, uses and discloses is accurate, up-to-date and complete;
 - protect the personal and sensitive information that it holds from misuse, loss, unauthorised access, interference, modification or disclosure; and
 - destroy or permanently de-identify personal or sensitive information when required by the privacy laws.

Staff members will receive training in awareness of the privacy principles and this policy.

Privacy will also be extended to participants when they visit our premises with the provision of private meeting rooms to undertake confidential discussions, when it is applicable and available to do so.

All correspondence for privacy and information matters, including requests for access, correction or to report a breach or make a complaint, should be directed in writing to the YellowBridge QLD Privacy Officer, P.O. Box 3126 Toowoomba QLD 4350.

