

Privacy Statement



YellowBridge QLD Ltd (YellowBridge QLD) is firmly committed to protecting your privacy. We aim to maintain a safe and secure system of handling your personal and sensitive information, whilst providing access to your personal information when required. This statement is a summary of our Privacy Policy and sets out the principles that YellowBridge QLD adopts in order to protect your personal information. In accordance with the *Privacy Act 1998* (Cth), and the Australian Privacy Principles ('APPs') we draw your attention to the following:

Collection of Personal Information

We may collect personal and sensitive information about you that relates to the services that we provide and the activities of YellowBridge Qld. Personal information is information or opinion about an individual, or an individual who is reasonably identifiable (whether the information is true or not, and whether the information or opinion is recorded in a material form). The nature of the personal information collected by the organisation generally comprises an individual's name, address, phone number, fax, e-mail address, birthdate and gender as well as interests and other information about you. We collect personal information for the purpose of ensuring that we have information about you that is reasonably necessary for us to provide a service to you. Other purposes of collection may include:

- (a) to correspond with you;
- (b) attend to day-to-day administrative matters;
- (c) to inform you about important issues and events; and
- (d) to comply with legislative requirements and/or disclosure requirements.

Exemptions

The *Privacy Act 1998* (Cth) provides for the following exemptions:

- (a) in relation to employee records (being records relating to a current or former employment relationship between the organisation and the individual); and
- (b) in relation to the collection of an individual's sensitive information by a not-for-profit organisation where the information relates solely to the activities of the organisation and to the members of the organisation or to individuals who have regular contact with the organisation in connection with its activities.

Sensitive Information

We will ensure that sensitive information is only collected with the consent of the individual concerned, and that the information is reasonably necessary for the organisation's functions or activities, or when required or authorised by law. Sensitive information includes but is not limited to information or opinion (that is also personal information) about an individual, health information, genetic information and biometric information and templates.

Use and Disclosure of Your Information

We will not disclose your personal or sensitive information to a third party without your consent, or the consent of your legal guardian if pertinent, or unless required or permitted under privacy laws.

Data Security

Whilst we will attempt to ensure all transfer of data to a third party and use by a third party is secure, we cannot be held responsible for the theft of data by a third party, or the consequences resulting from the loss of data where that loss is associated with the technical malfunction, tampering by a third party, viruses, computer bugs or any action or event outside the control of YellowBridge QLD. All reasonable steps will be undertaken by us to protect your information from interference or unauthorised access. By providing your personal or sensitive information to us, you agree to us collecting, using and disclosing your personal information as outlined in this Privacy Statement.

Anonymity

If you do not provide all or part of the information we request, we may be unable to provide services to you. The information requested will be relevant to the services that are delivered to you. You may choose to deal with us anonymously or under a pseudonym where lawful and practicable provided we are still able to provide you with the relevant services or do business without that information. To protect your privacy, internal controls specify the use of client codes and other measures where we allocate our own identifiers uniquely to individuals for the purposes of our operations.

Access to and Correction

You have the right to request access to, and correct, any personal information that we hold about you subject to the *Privacy Act 1988* (Cth) and the APPs. Further information on these processes is contained in our Privacy policy. To assist us in maintaining correct records, we ask you to inform us of any changes in your personal or sensitive information, as they occur. This will ensure that the information that we hold about you is accurate, up-to-date and complete. If you provide us with sensitive information about other individuals, you must ensure that those persons have been made aware of the above matters and that the necessary consents have been obtained from the individual or their legal guardian before the sensitive information is shared with us.

Complaints

If you believe your privacy has been infringed or a breach of the APPs has occurred, you are entitled to complain as per our Privacy Policy. All complaints are to be in writing and directed to the YellowBridge QLD Privacy Officer – PO Box 3126 Village Fair, Toowoomba, Queensland, 4350.

Additional Information on Privacy

Office of the Australian Information Commissioner (OAIC) – 1300 363 992.