



YMCA Perth PRIVACY POLICY

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1.0 PURPOSE

This policy describes how YMCA Perth manages the collection of personal information in an open and transparent way and protects the privacy of individuals regarding the personal information held.

2.0 SCOPE

This policy applies to the personal information of YMCA Staff and its external contacts that is collected and held by YMCA Perth.

YMCA Perth is bound by the Australian Privacy Principles (APP) of the *Privacy Act 1988* and is committed to protecting the personal information held in respect of any of YMCA Staff and external contacts in accordance with the requirements of those Principles.

This policy outlines how personal information is used and managed which is:

- provided by you
- collected by YMCA Perth about you or other individuals
- accessed by you during your employment with YMCA Perth.

For the purpose of this policy, the term **individuals** relates to YMCA Staff and external contacts.

3.0 RESPONSIBILITIES

This document allocates responsibilities for:

- YMCA Perth
- YMCA Privacy Officer
- YMCA Staff

4.0 POLICY STATEMENT

YMCA Perth is committed to ensuring that:

- any personal information collected is professionally managed in accordance with the *Privacy Act 1988*, the Australian Privacy Principles (APP) and all relevant state legislations
- YMCA Staff use appropriate processes and procedures in their day to day duties to protect the privacy of YMCA Staff and external contacts.

5.0 POLICY

5.1 PERSONAL INFORMATION

5.1.1 WHAT IS PERSONAL INFORMATION?

Personal information is defined under the Privacy Act and includes any information or opinion, regardless of its source, which identifies an individual, or from which an individual's identity can be ascertained, whether the information is:

- a. true or not
- b. recorded in material form or not.

Personal information includes, but is not limited to:

- personal details (including name, address, telephone number or e-mail address)
- employee records
- bank account details.

5.1.2 WHAT IS SENSITIVE INFORMATION?

Sensitive information is a special category of personal information under the Privacy Act, which can include, but is not limited to:

- race or ethnic origin
- criminal history
- health information.

5.2 COLLECTION OF PERSONAL INFORMATION

YMCA Perth will only collect and hold personal information about an individual that is necessary for business functions, activities and the provision of services and advice related to that individual.

5.2.1 PURPOSE OF COLLECTING PERSONAL INFORMATION

Personal information, including sensitive information, may be collected and retained by YMCA Perth, about:

- a. Individuals
- b. Job applicants
- c. Employees
- d. Contractors.

YMCA Perth collects personal information held about an individual by way of:

- forms filled out
- face to face meetings and interviews
- telephone calls
- facsimiles
- emails.

In some circumstances, YMCA Perth may receive personal information about individuals from a third party, for example referrals.

5.2.2 COLLECTION OF SENSITIVE INFORMATION

In certain circumstances, YMCA Perth may also collect personal information about individuals which is sensitive.

Sensitive information will only be collected with an individual's consent, unless otherwise permitted by law.

5.3 EMPLOYEE RECORDS

Employee records are records of personal information relating to YMCA Staff employment, including but not limited to:

- a. health information
- b. personal details and emergency contacts
- c. terms and conditions of employment
- d. training and performance records.

Employee records include records of personal information of prospective employees.

Employee records are exempt from the requirements of the Privacy Act. However, as a matter of best practice, YMCA Perth will maintain confidentiality of all personal information collected, stored, used or disclosed, in accordance with this policy.

5.4 USE AND DISCLOSURE OF PERSONAL INFORMATION

YMCA Perth only use personal information for the purposes for which it is collected. These purposes include:

- considering any application individuals make to YMCA Perth
- providing individuals with information, products or services requested or to maintain a relationship with individuals
- managing the rights and obligations of YMCA Perth in relation to external payment systems
- providing further information about or promoting YMCA Perth particular services or products.

Sensitive information will be used and disclosed only for the purpose for which it was provided or a directly related secondary purpose, unless individuals agree otherwise, or the use or disclosure of the sensitive information is allowed by law.

YMCA Perth will take all reasonable steps to ensure that personal information used or disclosed is accurate, up to date, complete and relevant, having regard to the purpose of its use and disclosure.

5.4.1 DISCLOSING PERSONAL INFORMATION TO THIRD PARTIES

YMCA Perth will disclose necessary information to related companies and to any agents or contractors who provide services or who act on behalf of YMCA Perth in connection with the provision of products or services.

These organisations may include third parties which carry out:

- customer enquiries
- mailing operations
- billing or payroll functions
- information technology services
- marketing services
- website usage analysis.

All organisations that YMCA Perth may disclose personal information to are subject to strict guidelines on how they use the personal information and are bound by specific confidentiality and non-disclosure agreements.

5.5 MANAGEMENT AND SECURITY OF PERSONAL INFORMATION

YMCA Staff are, as a condition of their employment, expected to respect the confidentiality of personal information and the privacy of individuals as per this policy and *YMCA Perth Confidentiality Policy (HRP014)*.

5.6 ACCESS AND CORRECTION OF PERSONAL INFORMATION

YMCA Perth takes all reasonable precautions to ensure the personal information it collects is complete, accurate and up to date. However, the accuracy of personal information depends largely on the information that is provided.

An individual:

- may request access to their personal information that is held by YMCA Perth

- can request that their information is corrected if they are able to establish that the personal information held is not accurate, complete or up to date
- is only able to view and correct their own information. The privacy of others will not be compromised to facilitate this.

5.6.1 HOW TO REQUEST PERSONAL INFORMATION HELD

If an individual would like to access their personal information, or request the information be corrected or amended, they may contact the YMCA Perth Privacy Officer during office hours, refer *Section 5.10*.

5.7 MAINTAINING THE PRIVACY OF INDIVIDUALS

YMCA Staff are required to sign an 'Employee Undertaking for the Protection of Personal Information' as part of their employment with YMCA Perth, *Appendix A*. This Undertaking prohibits YMCA Staff from discussing or reviewing individuals' files or details for any reason other than in the performance of their duties.

It is a breach of this policy to allow a third party to gain access by either seeing or hearing personal or sensitive information that they are not entitled to.

The following must be practiced to ensure the privacy of individuals is maintained:

- YMCA Staff are not permitted to discuss personal or sensitive information about any other person openly.
- If YMCA Staff feel it necessary to consult with another staff member for advice or a second opinion on a matter, they must do so discreetly.
- YMCA Staff must not ask questions or discuss personal or sensitive information with any person in a manner that would enable a third party to hear the questions or the answers to those questions.
- YMCA Staff must ensure that when they are providing personal or sensitive information to an individual that the information is about that individual only and that there is no information about another person.
- When dealing with an individual either in person or over the telephone, YMCA Staff must be discreet in their discussions.
- YMCA Staff must not speak out across the office or on hands free mode on the telephone when discussing personal or sensitive information.
- If an individual is hard of hearing, YMCA Staff should provide the information in writing or offer appropriate assistance so that the individual is not embarrassed or made to feel that their information is not being respected at all times.

5.8 COMPLAINTS OF A BREACH OF PRIVACY

Privacy laws give individuals the right to complain if they think an organisation has breached their privacy rights and to seek redress.

5.8.1 IF AN INDIVIDUAL HAS A COMPLAINT

An individual may make a complaint if they believe that there has been a breach of privacy or if they do not agree with a decision made by YMCA Perth regarding access to their personal information.

Complaints can be made either verbally or in writing and YMCA Perth will endeavour to resolve the complaint by following the YMCA Perth Complaints Handling Policy and Procedure (HRP019).

5.8.2 IF YMCA STAFF BREACH THIS POLICY

YMCA Staff must abide by this policy and understand that breaches may result in disciplinary action in accordance with the *YMCA Perth Discipline and Termination Policy (HRP009)*, which may result in dismissal and/or legal action if required.

5.9 POLICY AMENDMENTS

YMCA Perth will review this document and may amend this policy from time to time. In such cases, YMCA Perth will communicate all relevant changes to YMCA Staff and external contacts as soon as practicable.

5.10 YMCA PERTH PRIVACY CONTACT

YMCA Perth has a dedicated resource responsible to address any questions, needs or complaints from YMCA Staff or external contacts relating to this Privacy Policy.

YMCA Perth Privacy Officer:

Mail: PO Box 2155, Carlisle North. WA 6101

Telephone: (08) 9473 8400

Facsimile: (08) 9472 7522

Email: privacy@ymcawa.com.au

6.0 ACCOUNTABILITIES

6.1 YMCA PERTH

YMCA Perth, so far as is reasonably practicable, will endeavour to:

- ensure YMCA Staff and contractors have access to relevant documentation and are kept up to date with regards to their obligations under the *Privacy Policy 1988*
- take reasonable steps to implement practices, procedures and systems that will ensure compliance with the requirements of the *Privacy Policy 1988*
- addressing any instances of non-compliance with the Policy
- implementing training and awareness raising strategies regarding the *Privacy Act* when required.

6.2 YMCA PRIVACY OFFICER

YMCA Perth Privacy Officer is responsible for ensuring:

- the Privacy Policy is kept up to date in line with changes to the *Privacy Act 1988*
- YMCA Staff are informed of relevant policy, procedure and any legislative changes and receive up to date information
- that all enquiries to the Privacy Officer are dealt within the agreed timeframe.



6.3 YMCA STAFF

YMCA Staff are responsible to:

- ensure that they have read and understood this policy and adhere to it at all times

7.0 RELATED DOCUMENTS

7.1 YMCA PERTH DOCUMENTS

- HRP014 Confidentiality Policy
- HRP009 Discipline & Termination Policy
- HRP019 Complaints Handling Policy
- HRP019 Complaint Lodgement Form
- HRP010 Employee Undertaking for the Protection of Personal Information

7.2 LEGISLATIVE DOCUMENTS

- Privacy Act, 1988

8.0 DEFINITION OF TERMS

Term	Definition
External Contacts	Includes stakeholders, competitors, visitors, patrons, guests, customers, members, patrons or partners of YMCA Perth.
Individual	For the purpose of this policy, the term individuals relates to YMCA Staff and external contacts.
YMCA Perth	YMCA Perth includes entities: 1. YMCA Perth Inc. 2. YMCA Perth Youth & Community Services Inc.
YMCA Staff	Includes YMCA Staff, contractors or sub-contractors, labour hire employees, apprentices or trainees and volunteers involved with the activities of YMCA Perth. It also includes YMCA Perth Council of Governors, YMCA Perth Board Members and any person serving the YMCA Perth on a committee or advisory capacity.

9.0 APPENDICES

Appendix A HRP010 - Employee Undertaking for the Protection of Personal Information