



YOUTH ADVOCACY CENTRE PRIVACY POLICY

Introduction

This tells you how the Youth Advocacy Centre follows the rules under the Commonwealth *Privacy Act 1988* and the National Privacy Principles.

YAC wants to make sure that:

- your privacy will be protected when using YAC's service
- the information about you is correct and up-to-date, and
- you can see information YAC has about you if you ask us.

Collection, use and disclosure of personal information

We may ask information about you when you use our service. The type of information that we ask for will depend on what we do for you. If you do not give the information asked for, we may not be able to provide you with the help you want.

Usually we will ask for your name, address, telephone number and date of birth. We might also ask you the name of any other people involved in matter. This is to make sure that YAC doesn't know anyone else involved in the matter that might stop us from giving you the best possible service (conflict of interest)

The kind of information we ask from you may be:

- where you were born
- the language you speak at home
- if you earn money and where from
- if you are married, single or have children.

We may also keep information about your criminal record. We will only keep this information if we need it to provide you with help.

We know that the information you give us is very important to you. We have these rules to make sure your information is protected.

We don't tell your information to people outside YAC unless you say this is okay.

We will also ask for information to give to agencies that give YAC money to provide services. The agency that we give the information to will not be able to work out who you are e.g. no names or addresses are given.

Sometimes we need to talk about your issues with others so we can help you. We won't tell them your name or address, or any information so they know who you are.

For insurance, people from other community legal centres check our files. Your file might be included in this check. If it is, those people will not tell any of this information outside YAC.

We do not use your information for sales.

Security and storage of your information

We try to make sure that your information is safe, not lost, not told to anyone or not changes, except as what is said here or in the *Privacy Act 1988*.

Your information may be kept on paper or on a computer. We keep information for at least 7 years from your 18th birthday.

To make sure your information is safe our building is secure. Our computers have a password and we also update our anti-virus program on our computers.

All YAC workers must not tell your information to people outside of YAC.

Seeing your information

Please ask if you want to see information we hold about you. Sometimes the law stops us from letting you see some information. If we don't give you the information we will tell you why.

We will try to give you the information within 2 weeks. If there is a lot of work in getting the information we may need to charge you money for the information.

Keeping your information up to date

We try to make sure your information is right and up to date when you give it to us, or when we use it.

If you think any of the information we have about you is wrong or out of date, please tell us. We will try to fix it. If we don't think the information is wrong we will talk to you about it.

How to contact us

If you are unhappy about what YAC has done with your information or you want to see or change your information or our rules about your information you can talk to:

The Director
Youth Advocacy Centre
196 Newmarket Road
Wilston Q 4051

Ph: (07) 3356 1002

We will try to respond to you within 2 weeks.

Additional privacy information

More information about privacy can be found at <http://www.privacy.gov.au> or by telephoning 1300 363 992.