



YOUTH ADVOCACY CENTRE INC

PRIVACY

YAC is required to comply with the Commonwealth privacy laws but in any event YAC is committed to ensuring that:

- your privacy is protected when using our service
- the personal information in our records is correct and up-to-date
- you can access your personal information if you ask us.

Collection and disclosure of personal information

We may collect personal information about you in order to provide you with a service. The type of personal information we collect will depend on what we do for you.

We will generally always ask for name, address, telephone number and date of birth. We can only assist one side in a legal case so we have to ask you the name of any other parties involved in your legal matter.

We will also ask for some information that is used for statistical purposes. This information is required by government funding agencies but you will not be identified. The kind of statistical information we collect may include:

- gender
- age
- country of birth
- language spoken at home
- income level and source
- family type.

We may also record information about your criminal history. We will only record this information if it is necessary to enable us to provide the advice and assistance you need: for example, a lawyer is representing you when you have been charged with a criminal offence.

Use of personal information

If you do not provide the personal information we may not be able to provide you with the assistance you request.

We will keep your information confidential and will not provide your information to people outside the Youth Advocacy Centre without your permission. However, we may need to discuss the general nature of your matter with other agencies or lawyers in order to assist you. You will be told about this and you will be given a consent form to sign to confirm that you agree to this. If you do not agree we may not be able to provide you with the assistance you request.

We are also required once a year, to make sure that we are doing things properly, to allow specific employees from another community legal centre to randomly check our files. Your file might be included in this check. If it is, the person checking the files is also legally bound to keep your information confidential.

We do not use or disclose personal information about you for direct marketing purposes.

Security and storage of personal information

We recognise that the personal information we collect is often of a highly sensitive nature and we have processes and practices to ensure such information is protected.



4/162 Petrie Terrace (Cnr Pratten Street) Petrie Terrace QLD 4000

P 07 3356 1002

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E admin@yac.net.au

www.yac.net.au





We make all reasonable efforts to ensure that information about you is protected from misuse, loss, and unauthorised access, modification or disclosure, other than in accordance with this policy or the *Privacy Act 1988*.

Your personal information may be stored either in hard copy on our files or electronic form in our IT system. We are legally required to keep information for a minimum of 7 years from the date of your 18th birthday.

Our premises are in a secure building. Our IT systems are password protected and we also update our anti-virus protection to ensure security of the IT system.

All employees and volunteers are required to treat personal information held by the Youth Advocacy Centre as confidential. Any breach would be considered serious and a disciplinary matter, possibly resulting in dismissal.

Accessing information

If you ask us, we will provide you with access to the personal information we hold about you unless there is an exception which applies under the *Privacy Act 1988*, such as where we have a legal duty not to disclose the information or where it may be harmful to you to do so.

We will deal with your request to obtain access to your information in a reasonable time. We are allowed to charge a fee for access to this information.

If we decide not to provide you with access to the information, we will let you know our reasons for making that decision, including any exceptions in the *Privacy Act 1988* that we might have relied on.

Keeping your personal information up to date

We take reasonable steps to ensure your personal information is accurate, complete and up to date when we collect it or use it.

If you think any of the personal information we hold about you is inaccurate, incomplete or out of date, please let us know as soon as possible. If we agree that our records are wrong or incomplete, we will take reasonable steps to correct the information. If we do not agree, we will discuss alternative options that may be available to you.

How to contact us

If you wish to access any personal information we hold about you, correct your personal information, find out more about how we deal with personal information, or have a complaint about a breach of your privacy, please contact the Director and we will respond to your enquiry as soon as possible.

Contact details: The Director
 Youth Advocacy Centre
 Unit 4/162 Petrie Terrace
 Petrie Terrace Q 4000

 Ph (07) 3356 1002

 Email: admin@yac.net.au

Additional privacy information

For more information about privacy in Australia by visiting the web site of the Australian Information Commissioner at <http://www.oaic.gov.au/> or telephoning 1300 363 992.

- Teletypewriter (TTY) users phone 133 677 then ask for 1300 363 992
- Speak and Listen users phone 1300 555 727 then ask for 1300 363 992
- Internet relay users connect to the [National Relay Service](#) then ask for 1300 363 992

