

Privacy Statement

Yilabara Solutions is strongly committed to maintaining the privacy of personal information we collect as part of the services we offer.

If you have any questions regarding the Privacy Policy or privacy generally, please do not hesitate to contact us at privacy@yilabara.org.au.

Background

Yilabara Solutions (Yilabara) is required to comply with the *Commonwealth Privacy Act 1988*, the *Privacy Amendment (Enhancing Privacy Protection) Act 2012*, the Australian Privacy Principles and the *Social Security Act 1991*. We also comply with State Government legislation such as *The Privacy and Personal Information Protection Act 1998 (NSW)* and *Health Records and Information Privacy Act 2002 (NSW)*.

Collection of Personal Customer Information

Yilabara collects personal information about customers before and during the delivery of services.

Some of the personal information we collect is required by Commonwealth Government agencies for whom we deliver certain services such as Workforce Australia and NSW State Government services such as More Jobs More Care. Customer health records are classified as sensitive information under the Australian Privacy Principles.

Customer records are retained and disposed of by Yilabara in accordance with Commonwealth and State government legislative requirements. Complaints and disputed records are maintained until matters have been sufficiently resolved.

Sharing of Information and Disclosure

We may need to disclose personal information to potential employers, Government departments, and specialist professionals to better support you. We may also use personal information to send you messages, such as SMS and email messages to supply and promote our services, send you reminders, as well as invitations to events.

We may disclose your personal information to third parties in limited circumstances authorised by the *Commonwealth Privacy Act 1988*.

In conjunction with the Yilabara Working with Children and Vulnerable People Policy and Procedure and the National Principles for Child Safe Organisations, Yilabara prioritises the safety and wellness of children, young and other vulnerable people. Staff, contractors and volunteers have been trained to recognise and respond to neglect, grooming and other forms of harm, provide appropriate support to people and meet mandatory requirements for the reporting of abuse and neglect.



All employees, contractors and board members must comply with Yilabara Solutions Confidentiality and Privacy Policy.

Access

Customers may contact their local Yilabara office or our Support Centre at privacy@yilabara.org.au to access personal information collected about them. Requests for personal information may be made in person, in writing or by phone. All requests will be acknowledged within three business days. We will provide a written response to complaints within a reasonable time frame, usually no longer than 30 calendar days.

We may decline a request for access to personal information in certain circumstances. You may seek an internal review within 6 months of being declined access. Requests for internal review should be made in writing to our Privacy Officer at privacy@yilabara.org.au. All reviews will generally be completed within 60 days.

Your request should be directed to the Freedom of Information (FOI) section of the relevant State or Australian Government Department, for example: Department of Employment and Workplace Relations, website (for Workforce Australia).

Yilabara does not disclose personal information of others such as doctors or emergency contacts to third parties. However, we encourage you to inform them if you are disclosing this information to us.

Employers

Information collected by Yilabara from employers is limited to that which is necessary to assist in providing employment and training services and/or access to our services and programs. This information is managed in accordance with the terms of the Commonwealth Privacy Act 1998 and Australian Privacy Principles.

What happens if we breach your Privacy and release data on you?

We will take appropriate action if we have reasonable grounds to believe that a data or privacy breach may have occurred. Depending on the type of breach, this will include:

- a review of our internal procedures
- taking remedial action to ensure it does not happen again
- notifying all affected people

In certain circumstances we may also need to notify the Office of the Australian Information Commissioner and the NSW Privacy Commissioner.

If we are unable to notify individuals, we will publish a statement on our website and take reasonable steps to publicise the contents of this statement.

More Information

Should you have a general enquiry or complaint regarding your privacy you are invited to contact us via privacy@yilabara.org.au. For general matters you can also contact us via our website www.yilabara.org.au.



Please be advised if you are not satisfied with how a privacy matter has been handled you contact the Office of the Australian Information Commissioner at www.oaic.gov.au.