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## **Privacy Statement**

Yilabara is 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](mailto:privacy@yilabara.org.au).

## **Background**

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, Inclusive Employment Australia, Parent Pathways and Remote Australia Employment Services; and NSW State Government services such as Barranggirra. 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 wellbeing 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's Privacy Policy.

### **Access**

Customers have the right to request access to their personal information and to request correction of this information in accordance with our Privacy Policy. We will verify your identity before granting access or correcting the information.

Customers may contact their local Yilabara office or our Support Centre at [privacy@yilabara.org.au](mailto: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 may decline a request for access to personal or to change personal information in certain circumstances. You may seek an internal review within 6 months of being declined access to or your request for changes to personal information we hold about you. Requests for internal review should be made in writing to our Privacy Officer at [privacy@yilabara.org.au](mailto:privacy@yilabara.org.au). All reviews will generally be completed within 60 days.

You may also make a request to access documents containing your personal information to the relevant Freedom of Information section of the relevant State or Australian Government Department, for example, Department of Social Services for Inclusive Employment Australia or Training Services NSW in relation to Barrangirra Program.

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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 including in response to a complaint about a potential data or privacy breach. 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.

We will provide a written response to the complainant about privacy breaches within 14 days of the review's completion and generally within 60 days of the complaint.

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](mailto:privacy@yilabara.org.au). For general matters you can also contact us via our website [www.yilabara.org.au](http://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](http://www.oaic.gov.au).



**YILABARA**

**PUBLIC DOCUMENT**

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