

YWCA CANBERRA'S PRIVACY POLICY SUMMARY



This is a summary of our Privacy Policy. For a copy of our full Privacy Policy please visit our website.

At YWCA Canberra, we care about your privacy and we understand how important it is to protect the information we have.

If you work for us, use our services or sign up as a member, we will collect and store information to help us work with you. We will only collect and keep information which directly relates to the functions or activities of the organisation.

We make sure anyone working with or for us understands the importance of keeping any records we collect, private and secure.

We might collect information by asking you to fill out a form or survey if you sign up with or work for us, or we might ask you questions relevant to the work we do with you.

Unless we legally required to, we don't collect any sensitive information.

Anything you do say or write to us is kept strictly private and the bare minimum of employees have access to it.

Unless you give us permission, we will only collect information from you or someone who is legally authorised to provide information.

If you are under 18 years of age we will also seek permissions from your parent or guardian, and ensure you are included in the process. If this is a concern for you - please discuss this with your worker.

There may be times when we are required to disclose your information to other organisations or services. For more details about this please read our full Privacy Policy or speak with your worker or manager.

You have the right to request to have access to and correct any personal information we have collected. You can do this by speaking with your worker or manager; or making a request to the email below.

We make sure the right information is kept for the right reasons, in the right way. We also keep up to date with any laws we need to follow and anything we need to keep for legal reasons.

Sometimes we get other companies (like our software providers) to store information for us, we've made sure they have policies which adhere to our privacy laws.

Your rights

You can ask to see the information we keep on you (unless there are exceptional circumstances)

You can ask any details about how we collect and keep information.

You can remain anonymous (if it's practical and legal).

If you need to contact us we'll make sure you know how, so you can talk to the right people as quickly as possible.

Your Responsibilities

To provide us with up to date and accurate information.

Inform us when your information changes.

Do you have a complaint or feedback?

If you have any concerns or are not satisfied with how we have handled your information you can:

- talk to a staff member
- email us at quality@ywca-canberra.org.au
- call the Privacy Officer on **(02) 6185 2000 (Monday to Friday 9:00am - 5:00pm)**.
- write to **The Privacy Officer, YWCA Canberra GPO Box 767, Canberra ACT 2601.**

If you are not happy with the outcome of a complaint you have a right to contact the Office of the Australian Information Commissioner (OAIC) at enquiries@oaic.gov.au.

