

## **PRIVACY POLICY**

Youth Futures WA (ABN 11124211565), Youth Futures Foundation (ABN 31601281092), Youth WA Limited (31601281092), Comet WA (ABN 19601281038), Trustee for Comet CaRE School (ABN 83753549791), and Futures WA Limited (trading as Youth Futures Community School, ABN 82131543048), referred to as 'we', 'us' and 'our', are committed to protecting your privacy and the information you give to us. This Privacy Policy explains how we collect, use and disclose your personal information in relation to our services. The document may be amended from time to time. Any updates will take effect when they are posted on our website.

### **1. What is personal information?**

Personal information is "Information or an opinion, whether true or not, about an individual whose identity is apparent or can be reasonably ascertained from that information."

We will only collect personal and sensitive information that is reasonably necessary for us to provide you with, or directly related to, our functions, services or activities. This includes, but is not limited to, your name, date of birth, contact details, health information, relevant information, and details of the services we have provided.

The information you provide is up to you, however if you choose to withhold personal information we may not be able to provide services to you to the same standard, or at all.

### **2. Whose personal information do we collect?**

We collect personal information from people who use our services or are connected in some way to our operations and activities. This includes, but is not limited to, employees, clients, donors, fundraisers, suppliers, volunteers and service providers.

### **3. How we collect personal information.**

It is our preferred practice to collect personal information directly from you. This can occur via telephone, mail, email, online or in person. Sometimes however we will collect information from a third party such as a case worker, youth worker, health professional, referring person or contractor (e.g. fundraising platforms). We will always confirm that you have consented to your information being provided to us by a third party, and if this is unclear we will endeavour to contact you and ensure that you are aware of the information that has been provided to us and the reasons why.

### **4. Website usage and cookies.**

We may in some cases use cookies to provide you with a better experience (e.g. by keeping you logged in, if you request this). A cookie is a small data file that is stored on your computer or hard drive when you visit a website that operates cookies. They provide us with information that helps us improve our services such as the country you are from, what pages you visited on our website and for how long. This aggregate, non-personal information is collected and provided to us to assist in analysing the usage of the site.

Our web servers gather your IP address to assist with the diagnosis of problems or support issues with our services. Again, information is gathered in aggregate only and cannot be traced to an individual user.

Please note, that while it is not recommended, you can alter your cookie preferences or delete cookies set by our websites if you wish. Instructions differ depending on the browser and operating system you are using. For more information visit [www.allaboutcookies.org](http://www.allaboutcookies.org).

## **5. Links to other websites.**

We are not responsible for the privacy practices or content of any website, service or social media platform that is linked to our websites. We encourage you to read their privacy policies.

## **6. How we use personal information.**

We may collect your personal information for a variety of reasons, including but not limited to;

- To consider if you are eligible or appropriate for a service
- To process your registration or enrolment in a service or program
- To provide you with information and support services
- To analyse statistics in relation to our services or fundraising programs
- To evaluate and report on our services
- To provide you with information about Youth Futures' services, news, activities, events, and campaigns that you may be interested in (unless you opt out of bulk communications)
- To correspond with you in regards to a donation or fundraising activity, e.g. updates, tax receipts and thank you letters
- To invite you to support us through volunteering or advocacy
- To comply with relevant laws or regulations

## **7. Sensitive information.**

Our core business is to support young people who are experiencing issues such as mental health, abuse, homelessness, and domestic violence. As such, we may collect information of a sensitive nature that will enable us to provide support, appropriate information and referrals. Only information necessary to perform organisational duties, functions and activities will be collected.

## **8. How we protect your information.**

We are committed to keeping your personal and sensitive information protected and secure, in accordance with the Australian Privacy Principles. We will take reasonable steps to protect your personal information from misuse, loss, and from unauthorised access, modification or disclosure. We take all due care in ensuring the privacy of your information, however there is the possibility that your information could be unlawfully intercepted while in transit over the internet, or while stored on our systems.

We will store your personal information indefinitely until you advise you would like it destroyed, or unless we de-identify it or destroy it earlier in accordance with privacy law requirements.

In addition, our employees and the contractors who provide services related to our information systems are obliged to respect the confidentiality of any personal information held by us. However, we will not be held responsible for events arising from unauthorised access to your personal information.

## **9. Disclosure of personal information.**

We will only use and disclose your personal information for the primary purpose it was collected. If you have provided written consent, information may be used or disclosed for a secondary purpose.

Personal information may also be disclosed for a secondary purpose if:

- We have reason to suspect that unlawful activity has been, is being or may be engaged in, and personal information is required to report or investigate the matter
- If we have welfare concerns for an individual
- If it is required or authorised by or under law

We will deny access to personal information in the event that permitting access would pose a serious and imminent threat to the life or health of an individual.

We do not sell your personal information to others.

## **10. Access to your personal information.**

You have a right to access your personal information in accordance with the Freedom of Information Act 1992. This does not include information gathered from a third party, only information you have provided yourself. If you would like to access the information you are entitled to, you will be required to put your request in writing. A member of our staff will be required to verify your identity prior to releasing the requested information. If we are unable to give you access to the information requested (for example if doing so would interfere with the privacy of others) then we will respond to your request outlining the reason/s why.

## **11. Contacting us.**

If you wish to update the personal information we hold about you, or would like to make a complaint about the way in which we collect, handle, use or disclose your personal information please email us at [info@youthfutureswa.com.au](mailto:info@youthfutureswa.com.au) or write to:

Youth Futures WA  
Attn: Chief Executive Officer  
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Joondalup WA 6027