

Last Updated: 04 May 2018.

1. Your privacy is important to us

Gold Coast Youth Service Inc is committed to upholding the Australian Privacy Principles contained in the Privacy Act 1988 (Cth). We recognise the importance of privacy and community awareness regarding the collection, use, disclosure and security of personal and sensitive information, which we may collect during the course of our many functions. This Privacy Statement sets out how we manage your personal and sensitive information and protect your privacy.

2. Online platforms – to be read in conjunction with GCYS Inc Website & Social Media Terms of Use

The Gold Coast Youth Service Inc web site is hosted by Wix.com which is a website building platform. We also utilise Facebook, Twitter & Instagram in providing information and interacting with the public and potential service users.

Please see the Privacy Policies for each of these web based hosts via the links provided for additional information in regard to your privacy when accessing and interacting with GCYS via these sites;

GCYS Website. <https://www.wix.com/about/privacy>

GCYS Facebook. <https://www.facebook.com/privacy/explanation>

GCYS Instagram <https://help.instagram.com/155833707900388>

GCYS Twitter <https://twitter.com/en/privacy>

Please be aware that by placing your photograph or personal information on any internet based platform such as a website, Facebook or Instagram page, or even in an email, that it then has the potential to be transferred and or stored outside of Australia. This transfer could be activated by someone accessing the Web or Facebook/Instagram page while situated in another country, or the server and or hosting party being based offshore

Please Note: For this reason we advise not to disclose sensitive personal information when emailing us or leaving a comment and instead, wait to speak directly with a Gold Coast Youth Service employee before disclosing such information.

GCYS do collect non-personal information that allows us to log information about visitors to our website for statistical purposes, such as:

- the number of unique sessions as identified by server address and top-level domain name (e.g. .com, .gov, .org, etc.);
- the number of page hits;
- the pages accessed or downloaded by session;
- the number of emails sent
- the number of completed feedback & compliments forms collected
- the type of browser being used;
- the length of time spent on the site and on particular pages;
- the device being used (e.g. desktop or mobile); and
- the type of mobile device being used (e.g. iPhone 4).

3. Disclaimer of Responsibility for 3rd party sites

Our website contains links to other web sites. We are not responsible for the content on those other websites or their privacy practices.

4. What information we collect and hold

GCYS will only collect personal and sensitive information that is necessary for us to ensure the delivery of effective services. The type of information we may collect, hold and use, varies depending on the purpose for which it is collected (as set out at paragraph 4 below) and may include but may not be limited to: :

Supporters: As a supporter of GCYS's mission and activities, we may need to collect your name and contact details. As a valued financial supporter of our fundraising activities, we may also need to collect your bank account or credit card details.

Service users, program participants: As a service user of, or participant in, one of our many services, programs and or activities or events, we may need to collect information that includes but may not be limited to your name and contact details, information regarding your current circumstances and past history, your health, income status, and emergency contact details.

5. How we collect and keep safe your personal and sensitive information

How we collect and store personal and sensitive information varies depending on the purpose for which it is collected but may include the collecting of:

- copies of your written correspondence with us or referrals that have been made on your behalf;
- copies of receipts and/or transaction records in relation to your financial support of our fundraising activities;
- request for assistance and/or other associated documents (including documents generated during your participation in a program with, or otherwise during your interactions with us and information that you may provide to us in relation to one of the many services and programs we offer; and

We may keep copies of the above documents (in physical or electronic form, at our discretion) as is necessary to carry out our functions and provide our services and programs. All personal and sensitive information is securely stored at all times by us and only authorised people will have access to the above documents and information.

6. Why we collect, hold and use personal and sensitive information

We may collect, hold, use and disclose personal and sensitive information for purposes necessary to carry out our functions and provide our services and programs. Generally, these purposes include:

- to keep in contact with you as a supporter of Gold Coast Youth Service Inc and to inform you about the role and extent of our work and mission;
- to manage our fundraising activities and for taxation record-keeping purposes associated with your donation to Gold Coast Youth Service Inc;
- to assess your support needs and to provide you with the services and assistance we offer;
- to provide you with the necessary care and assistance during your time as a resident of, or recipient of the services we provide.
- to comply with necessary business and accounting standards;
- to comply with our reporting obligations to the Australian Taxation Office and other government agencies and funding bodies.

We are committed to maintaining your privacy and we will only use your personal and sensitive information for a permitted purpose for which we have collected the information.

You have the option of not identifying yourself or using a pseudonym when dealing with us in relation to a particular matter, unless we believe it is impracticable to do so in the circumstances. If you wish to deal with us in this manner, you must tell us in writing so that we can consider if your request is practicable.

7. How we may share your information

If necessary to carry out our functions and provide our services and programs, we may need to disclose your personal and sensitive information to external service providers and other agencies and organisations.

We will only share your personal and sensitive information in accordance with your express consent and instructions, subject to the exclusions set out in the Australian Privacy Principles, when it relates to a 'duty of care' or we are

required to by law, or in accordance with the specific Privacy Notice provided to you by us at or near the time of collection of your personal and sensitive information.

Please note: Non-identifying data is made available to the each program's funding body for review and reporting purposes and to ensure that we are providing a quality service that meets required standards.

8. How you can access and seek correction of your personal and sensitive information

You have the right to access your personal and sensitive information, subject to some exceptions allowed by law. If you would like to access or seek correction of your personal and sensitive information, please contact our service manager at the contact details below. For security reasons you will be asked to put your request in writing.

To enable us to verify your request we require you to advise the following:

- Your full name
- Address
- Contact phone number
- Service you have ,or are, accessed/accessing
- Brief description of your needs in relation to accessing/amending your information

There is no application fee for making a request to access your personal and sensitive information.

9. How you can complain about a breach of the Australian Privacy Principles

We are committed to protecting your privacy and upholding the Australian Privacy Principles. If you believe we have breached the Australian Privacy Principles please contact our service manager with your concerns at the contact details below.

We take all complaints very seriously and we will endeavour to respond to your complaint and address your concerns as soon as reasonably practicable.

10. How we comply with the Notifiable Data Breaches Scheme

We will notify you in the event your personal information is involved in a data breach that is likely to result in serious harm. This notification will include recommendations about the steps you should take in response to the breach. We will also notify The Australian Information Commissioner of eligible data breaches. Each suspected data breach reported to us will be assessed to determine whether it is likely to result in serious harm, and as a result require notification.

11. How you can contact our Service Manager

We welcome and appreciate your feedback or comments in relation to our Privacy Policy and the collection of personal and sensitive information. If you have any questions in relation to privacy please contact our service manager at the contact details below.

The Manager
Lesley Healy
P.O. Box 740 Burleigh Heads QLD 4220
Email: manager@gcys.com.au