

## Privacy Policy

### **Date of Commencement: 1st July 2018**

We are **The Community Collective QLD** (ABN8 0 631 997 478) (“us”, “we”, “our”).

Trading as includes:

- **Your Employment Solutions**
- **NDIS – The Community Collective QLD**

This Privacy Policy explains how we collect and handle personal information. It tells you how to contact us if you have any questions about how we handle your personal information.

We take our privacy obligations seriously. We will handle personal information in accordance with and all relevant laws including the Australian Privacy Principles under the *Privacy Act 1988*.

### **What is Personal Information?**

In this Privacy Policy, Personal Information means information or an opinion about an identified individual, or an individual who is reasonably identifiable. Personal Information includes information or an opinion:

- whether or not the information or opinion is true; and
- whether the information or opinion is recorded in a material form or not.

Personal Information may include sensitive information such as details relating to health matters. One of the primary ways that we collect information is when you give it to us and when we request it from you.

### **What personal information do we collect?**

Some examples of personal information that we may collect, and hold are:

- Identifying information, such as your name and date of birth.
- Details of products or services that we provide to you.
- Information about how you use the products and services we provide.
- Records of our interactions with you.
- Contact information, such as your address, email and telephone number(s).
- Details of products or services that you provide to us.

- Government-issued identifiers - such as health service providers' practitioner numbers.
- Usernames and passwords that you create when registering for an account with us.
- Social media handles and other social media profile information that you make available to us or to the public.
- Information about your health.

### **How do we collect personal information?**

We collect personal information when you:

- accept assistance from us,
- receive our products or services,
- become a volunteer,
- provide us with products or services,
- submit a query or request to us,
- respond to a survey or fill in one of our forms, or
- when you participate in programs or events that we run or support.

We collect personal information from our service providers whom we engage to provide services on our behalf.

We collect personal information by tracking your use of our websites and mobile applications (in which case we may also collect information about your IP address, location or activity). This information helps us to keep connected with you through understanding and measuring your use of our website. The information we collect may include information to enable us to personalise your experience on our website.

We can also collect personal information from people and organisations, including:

- our employees,
- job applicants,
- volunteers,
- members,
- the people that we provide services to,
- our suppliers,
- the general public (such as visitors to our website), and
- other business and research partners.

Personal information can be collected in different ways including, face-to-face; over the phone;

by email; via the internet (including social media platforms); and in writing.

### **Purposes for which we collect and use personal information**

When we collect your personal information, we will provide you with more information about the reason for the collection. We may also tell you more about any other specific matters that are relevant to collecting that information.

If you have agreed, we collect and use personal information for one or more of several purposes. The purpose will depend upon what is relevant to your situation and may include the following:

- Enabling us to provide support through our program delivery.
- Referral to health services.
- Managing our relationship with you, including confirming your identity, responding to any queries or requests and contacting you for follow-up purposes.
- Enabling us to provide our products and services;
- Analysing the use of our products and services, and carry out quality assurance activities, including through working with third parties.
- Providing education and training, both internally and externally (e.g. staff and other organisations).
- Keeping you informed of our activities through newsletters and electronic communications.
- Managing and developing our business and operational processes and systems.
- Managing and resolving any legal or commercial complaints or issues.
- Complying with our legal obligations.
- Performing other functions and activities relating to our business.

Information collected through our website may also be used:

- to conduct marketing and promotional efforts,
- to provide information to your browser that we think may be of interest to you,
- to determine the popularity of certain content.

We may use your personal information to send you marketing materials about products or services that may be of interest to you. You can opt-out of receiving these marketing communications from by emailing us at [support@youremployment.com.au](mailto:support@youremployment.com.au)

We may also use and disclose your information in accordance with your requests or instructions.

### **People to whom we disclose personal information**

With your consent, we may share your personal information with other people. The information that is shared will depend upon what is relevant to your situation.

When we collect your personal information and where appropriate, we will request your permission to share it. We will also provide you with further information as to why this information will be shared.

Depending on your situation and only with your consent, your personal information could be shared with one or more of the following people:

- Our staff, contractors and volunteers, on a 'need-to-know' basis.
- Other persons authorised by or responsible for you (such as your employer when you participate in one of our training programs held at your organisation).
- Our business partners, agents, professional advisors and service providers (including health service providers, translators, interpreters and other third parties we work with or engage, to provide our services.
- Your representatives and advisers.
- Government agencies, such as funding bodies.
- Universities and research organisations.
- Payment system operators and financial institutions.
- Other parties as authorised or required by law.

### **Storage and security of personal information**

We generally store the personal information that we collect in electronic databases. These databases may be held on our behalf by third party data storage providers. We may also keep hard copy records of personal information in physical storage facilities.

We use physical and technical security processes to protect the confidentiality and security of the information that we hold.

For example, when we collect sensitive information such as health information:

1. We store this information separately (both physically and electronically).
2. We only allow access to our personnel who need to use the information.

We regularly update our processes to address new and emerging security threats.

We will only keep your personal information for as long we need it for the purposes described in this Privacy Policy. Your personal information will be destroyed or de-identified when it is no

longer required.

### **Access and correction**

You may want to access the personal information that we hold about you. You may also want to change or update the personal information that has been collected if, for example, you think it is incomplete or incorrect. If so, please contact Business Support using the contact details on the last page of this document.

To make sure your information is only given to you, we will ask you to follow an access procedure, which will include steps to prove your identity.

In some cases, we may not be able to provide information in response to your request. For example, this could happen if it would interfere with the privacy of others or result in a breach of confidentiality. In this situation, we will let you know the reasons why we cannot comply with your request.

### **Can I choose not to provide personal information?**

You may choose not to agree to provide the personal information we request.

If you make that choice, then please be aware that we may not be able to provide you with our assistance, products, services, or opportunities. In addition, we may not be able to engage with you or respond to your queries or requests.

By providing your personal information to us, you confirm that you have agreed to us collecting, using and disclosing your personal information in accordance with this Privacy Policy.

We may collect sensitive information about you, such as health information. When we do so, we will seek your consent to the collection, use and disclosure of that information at the time of collection.

### **Queries and complaints**

We always aim to meet the highest standards to safeguard your privacy. However, you may be concerned about the way in which we are managing your personal information. You may also like to discuss the information contained in this Privacy Policy. If so, please contact YES Support using the contact details below. We will make a record of your complaint or query and we will deal with the matter as soon as we can.

If we have not responded to you within a reasonable timeframe or if you feel that your complaint has not been resolved to your satisfaction, you are entitled under the Privacy Act to make a complaint to the Office of the Australian Information Commissioner. The contact details are as follows:

**Phone:** 1300 363 992

**Teletypewriter (TTY) users' phone:** 133 677, then ask for 1300 363 992

**Speak and Listen users' phone:** 1300 555 727, then ask for 1300 363 992

**Internet relay users** connect to the National Relay Service, then ask for 1300 363 992

### **Changes to this policy**

We may make changes to this Privacy Policy from time to time, to consider changes to our standard practices and procedures or where necessary to comply with new laws and regulations. The latest version of this policy will always be available on our website.

### **Contact details**

If you require any further information from us on privacy matters, please contact us:

**Email:** [hello@thecommunitycollectiveqld.com.au](mailto:hello@thecommunitycollectiveqld.com.au)

**Phone:** 07 5453 7887