



<b>Policy Reference No</b> OPOL-QSR-004A	<b>Privacy and Confidentiality Policy and Procedure</b>
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<b>Current version number</b>	1			
<b>Review frequency</b>	Annually	<input type="checkbox"/>	Every three years	X
<b>Approved by</b>	Board	<input type="checkbox"/>	CEO	X
<b>Date current version approved</b>	10 August 2020			
<b>Next review date</b>	10 August 2023			
<b>Applies to</b>	The Board; CEO; all staff, contractors, consultants, volunteers (collectively referred to as team members); stakeholders and clients accessing Youturn's services			

<b>Policy context:</b> This policy relates to	
<b>Commonwealth and state legislation</b>	<p><b>Australian Commonwealth Acts</b></p> <ul style="list-style-type: none"> <li>• <i>Privacy Act 1988 (Cth) (Privacy Act)</i></li> <li>• <i>Privacy Amendment (Enhancing Privacy Protection) 2012</i></li> <li>• <i>Crimes Act 1914</i></li> <li>• <i>Criminal Code Act 1995</i></li> <li>• <i>Freedom of Information Act 1982</i></li> <li>• <i>Corporations Act 2001</i></li> </ul> <p><b>Queensland Acts</b></p> <ul style="list-style-type: none"> <li>• <i>Information Privacy Act 2009</i></li> <li>• <i>Right to Information Act 2009</i></li> <li>• <i>Criminal Code 1899</i></li> <li>• <i>Defamation Act 1899</i></li> <li>• <i>Freedom of Information Act 1992</i></li> <li>• <i>Evidence Act 1977</i></li> </ul>
<b>Regulatory requirements</b>	<ul style="list-style-type: none"> <li>• Human Services Quality Framework</li> </ul>
<b>National and international best practice standards</b>	<ul style="list-style-type: none"> <li>• Australian National Mental Health Standards 2010</li> </ul>
<b>Contractual obligations</b>	-
<b>Related organisational policies</b>	<ul style="list-style-type: none"> <li>• POL-2.1 Quality Management System Policy;</li> <li>• POL-4.2 Clients Rights and Responsibilities;</li> <li>• POL-4.6 Reporting Harm, Abuse, Neglect and or Exploitation.</li> <li>• SPOL-007 Code of Conduct</li> <li>• OPOL-F-001 Information, Communication and Technology Policy and Procedure</li> <li>• headspace National Privacy Policy</li> </ul>
<b>Related forms, templates and other organisational documents</b>	<ul style="list-style-type: none"> <li>• OPOL-QSR-004B Youturn Privacy and Confidentiality Statement (website version)</li> <li>• Client Service Charter</li> <li>• CP-002 Media Release Form</li> </ul>

**Print Warning:** Printed "Uncontrolled" copies of this document or part thereof should not be relied upon as a current reference document. **Always** refer to a "Controlled" copy of the document on SharePoint for the latest version.



## Purpose

- Youturn is committed to protecting the privacy of all individuals.
- Youturn requires our Board Members and workforce to respect and maintain the confidentiality of individuals and the organisation's business generally.
- This policy outlines how Youturn protects and handles all personal information in accordance with its obligations under the Australian Privacy Principles contained in the *Privacy Act 1988 (Cth)* (Privacy Act).
- This policy applies to personal information for individuals that are external to Youturn such as donors, clients and suppliers.
- The policy outlines why and how personal information is collected and used and what processes are in place if any questions or complaints arise.
- When addressing the issue of privacy and confidentiality, our workforce will consistently apply the principles and procedures contained within this policy.
- This policy is designed to supplement, not replace, all existing laws, regulations, agreements and contracts that currently apply.
- Further information is contained in Youturn's Privacy and Confidentiality Statement which is available on our website: [youturn.org.au](http://youturn.org.au)

## Definition

### Personal Information

Information or an opinion about an identified individual, or an individual who is reasonably identifiable, whether the information or opinion is true or not and whether the information or opinion is recorded in a material form or not.

## Principles

- Everyone who accesses our services has a right to expect that information held about them will remain private and confidential.
- All individuals will be provided with a copy of our Privacy and Confidentiality Statement upon commencing with our organisation.



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- Collection and storage of personal information will only occur if it is necessary for functions or activities including effective service provision.
  - Our workforce will, if possible, provide a private and safe space to allow the discussion of information, of a sensitive or personal nature when individuals are accessing services.
  - Language used in individual's records will always be professional and appropriate.
  - Comments and assessments recorded will always be unbiased and non-judgemental.
  - Personal information will be kept secure and only authorised team members can gain access to such information.
  - All personal information will be kept up to date and checked for accuracy before it is used.
  - All members of our workforce are required to maintain confidentiality as outlined in confidentiality agreement contained in contract signed at commencement of employment.
  - Written consent is required from an individual prior to information sharing with other agencies.
  - Individuals can access information stored by Youturn through an application process to ensure it is accurate and is current.
  - All records are to be appropriately retained in accordance with legislative requirements, or safely destroyed, or transferred to a more appropriate agency, when they are no longer required by our service.
  - Our team members will have appropriate identification to allow individuals to identify team members.

## Information Types

Personal information collected by Youturn may include:

- Contact details - name, address, email address and telephone number.
- Demographic information - age, gender, education, income and occupation.
- Banking details - bank account or credit card details for donors, suppliers of goods and services, or clients on a fee for service arrangement e.g. tenant rent payment in supported accommodation, registration fee for training course.
- For donors - details relating to donations and information relevant to the purpose of better identifying donor sources.



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- Other information relevant to the purpose or providing services such as family and living circumstances, employment history, tenancy details e.g. rental history and tenancy reference checks, interests, feedback preferences, guardianship and kinship, service feedback and complaint details.
  - Image, video and sound recordings of individuals with specific permissions granted through the completion of Youturn Media Release Form.
  - Information associated with web browsing, email, text messaging, phone calls or other electronic interactions including phone number and user name.
  - Survey and questionnaire responses.

### Sensitive Information

- As a subset of personal information, the Privacy Act imposes special obligations where sensitive information is collected, used and disclosed. Youturn may collect some forms of sensitive information, including details about:
  - gender, age, date of birth, criminal convictions, racial or ethnic origin including Aboriginal or Torres Strait Islander status;
  - health, mental health and disability information; and
  - their particulars required, as part of our funding obligations and/or that are relevant for the proper provision of the services that we provide.
- Youturn will not collect sensitive information unless:
  - consent is provided (consent is implied through the provision of the information);
  - it is required by law; and
  - the information is reasonably necessary for one or more of our functions or activities.
- If Youturn holds any sensitive personal information, it will only be used and disclosed for the purpose for which it was provided and directly related purposes and will not be used for any other purpose unless consent provided.

### Anonymity

- Individuals are provided with the option to not identify themselves, or of using a pseudonym when dealing with us e.g. when seeking general information about services we offer.



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- We do not provide this option in circumstances where it is impracticable to do so or where Youturn is legally required to deal with identified individuals only.

## Collect and storage of information

### Collection

- Where possible, personal information is collected directly from individuals by telephone, in person, via our website or by email, with consent at the time of interaction with us.
- Where consent to collection is sought, it is sought voluntarily and after individuals are informed of what they are consenting to.
- Our consent agreements are current, specific to the services provided and allows note any limitations.
- There are a number of other ways personal information may be collected, including information:
  - received from third parties where individuals are transferred or referred to us for the services that we provide;
  - transferred between our own services provided it relates to the primary purpose for which it was collected;
  - provided through our partner organisations, who operate our programs and provide services on our behalf;
  - from notifying organisations such as Emergency Services specifically in relation to about suicides (attempts and deceased);
  - collected automatically when you visit our website; and
  - from publicly available sources of information.

### Storage

- Personal information is held in hard copy or electronic form.
- Hard copy records are required to be held securely in locked filing cabinets away from public areas with access to authorised team members only.
- Electronic records are in databases with security safeguards that control access with passwords and personal logins only accessible by our team members.



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- Some of these databases are government controlled while others are held by third-party providers.
  - All electronic information is stored in secure Australian storage sites, predominantly utilising cloud technology.
  - Youturn takes all reasonable steps to protect personal information from loss, unauthorised access, modification, disclosure or other misuse.
  - The length of time information is stored for after an individual has ceased interacting with us will depend on the type of interaction and any requirements under law, for example in relation to health records.
  - Information will be de-identify or securely destroyed in accordance with our document retention policy when we no longer need to keep it.

## Use and disclose of Information

- Youturn uses and discloses personal information for which it is collected and related management and business purposes which are outlined on our websites, including [www.youturn.org.au](http://www.youturn.org.au) and [www.standbysupport.com.au](http://www.standbysupport.com.au).

## Utilisation

- Information is utilised for the primary purposes for which it was collected including to:
  - provide case management, housing and homelessness support, emergency relief, child protection and out of home care, supported accommodation, targeted suicide bereavement, youth and community engagement, early intervention mental health support services and fundraising;
  - comply with the requirements of funding bodies as part of our funding agreements;
  - operate fundraising and charitable activity in support of our objectives;
  - provide customer service functions, including handling customer enquiries, complaints and feedback;
  - facilitate governance processes such as risk management, incident reporting and management, internal and external audits, social impact tracking and reports, annual financial reports;
  - gather feedback from individuals about the quality of services that we provide so that the service we deliver can be continuously improved;



- undertake marketing and public relations activities, including activities to better identify donor sources, events and conferences organised and held by us;
- meet legal obligations, comply with applicable laws and meet the requirements of bodies which regulate the services we provide;
- understand trends and patterns in service provision for use in research, service design and development and advocacy; and
- facilitate other secondary purposes that may be reasonably expected in relation to the above primary purposes.

## Disclosure

- Personal information to other external organisations will not be disclosed except:
  - as required by funding agreements;
  - as required by law;
  - for transfer to another service provider in accordance with funding agreements;
  - where we have consent to do so and the disclosure relates to the goods and services we provide to you;
  - for a purpose permitted by this Policy; and
  - if an individual requests us to do so.
- Examples of organisations and/or third parties that personal information may be provided to include:
  - Community organisations where an individual is transferring to another service provider that is not part of us (i.e. external service provider).
  - Government agency, as required by our funding agreements (which may be for example by portal directly into the agency's database system).
  - Third party service providers who assist us with:
    - the delivery of services or who provide services to or partner with us to enable us to deliver services, or in undertaking quality assurance of our services and operations;
    - collation and/or analysis of information for the purpose of research and evidence informed practice;



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- fundraising activities or strategy, identifying donor sources or analysis of our fundraising activities, strategy or patterns; and
  - coordination of community activities, events and advocacy campaigns.
  - Government or non-government agencies where we have a reasonable concern regarding your safety or wellbeing.
  - Law enforcement bodies or as otherwise authorised in section 6.2 of the Australian Privacy Principles.
  - Information technology and telecommunication services.
  - Authorised legal representatives nominated by an individual.
  - Our accountants, auditors, and lawyers.
  - In very limited circumstances we may disclose information without consent or prior notification, in accordance with law or if disclosing the information will prevent or lessen a serious and imminent threat to a person's life or health. For example, Youturn may disclose personal information to external organisations such as Police, Ambulance, School Principal or employer if we are advised that an individual:
    - is going to hurt themselves;
    - is going to hurt someone else; or
    - has been hurt by someone else;
  - Youturn may at other times notify an individual about the use and disclosure practices in respect of specific services that we provide in relation to our activities.
  - Youturn will not otherwise use or disclose personal information without consent unless otherwise required or authorised by law.

## Consent

### Opting out, access and correction of your personal information

- At any time, an individual may:
  - opt out of future communications from Youturn;
  - access the personal information that Youturn holds about them; and





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- update or correct personal information.
  - Requests to access, modify or remove personal information can be made by contacting Youturn at [privacy@youturn.com.au](mailto:privacy@youturn.com.au) or contacting the main office.
  - In some circumstances access to personal information may be denied or changes personal information may be refused to the extent this is permitted under the Australian Privacy Principles.

## Internet Privacy

- When individuals use our website to send us any personal information, they are responsible for their own computer, anti-virus and anti-spyware measures and security precautions.

## Tracking and cookies

- Statistics on visitor traffic to our websites such as length of visit and pages viewed are collected by Youturn.
- Information collected relating to website analytics is anonymous and does not identify specific visitors.
- Third-party analytics tools, including Google Analytics, may be utilised to provide us with information about how our website is used. These analytics tools may place or access cookies on your device, which allows it to monitor your web browsing activity.
- Visits to our websites may be tracked by using 'cookies'. A cookie is a text-only string of information that a website transfers to the cookie file of the browser on the hard disk of your computer to enhance your experience when visiting our website. If you prefer not to allow the use of 'cookies', you may be able to adjust your browser to turn them off or notify you when 'cookies' are being used. However, if you disable cookies, you may not be able to access certain areas or take advantage of certain features or services on our website.
- More information regarding the services provided by Google, including its privacy policy and information about opting out is available on its website: <https://policies.google.com/technologies/partner-sites>.

## Links with other sites

- Youturn's websites contain links to other sites and other sites may also have links to our website. This policy does not apply to any linked websites which we do not operate.
- While Youturn takes all reasonable steps to protect your personal information that it holds from loss, unauthorised access, modification, disclosure or other misuse, as a general rule, an individual



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should take measures to protect themselves and their computer to prevent others from gaining access to the computer and the information contained within it.

## Data Breaches

- We will comply with the notification and other requirements of the *Privacy Act* where personal information held by us has been inadvertently lost or disclosed or improperly accessed and that loss, disclosure or access may result in serious harm.

## Requests and complaints

- All queries, requests or complaints relating to Youturn's handling of personal information are to be directed to: [privacy@youturn.org.au](mailto:privacy@youturn.org.au)
- Complaints in relation to a breach of privacy can be directed to the team member who is the ordinary contact for an individual.
- Team members will outline options regarding how an enquiry or complaint may be resolved.
- Youturn aims to respond and resolve enquiries or complaints in a timely and appropriate manner.
- To deal with complaints appropriately and promptly, the following information is required:
  - Summary of the privacy concern or alleged breach.
  - Any action, or inaction, Youturn has taken, or failed to take, regarding the matter.
  - Copies of any relevant documentation in relation with the complaint including any communications with Youturn.
- The Privacy Contact Officer is the CEO of Youturn and is responsible for:
  - ensuring our workforce is familiar with this policy and procedures for handling personal information;
  - ensuring that individuals are provided with information about their right regarding privacy and confidentiality; and
  - investigating complaints and responding to any queries regarding privacy and confidentiality.
- Complaints will be responded to within 7 business days, with immediate steps taken to redress any proven privacy concerns or breaches.



## Revision history

Version no	Date commenced	Change description	Review date	Policy owner		Authorised by (CEO or Board)
				Position title	Focus area or support service	
1	10 August 2020	<ul style="list-style-type: none"><li>Initial version</li></ul>	10 August 2023	Quality, Safety and Risk Manager	Quality, Safety and Risk	CEO
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