

Policy number	59	Version	1.2
Drafted by	Administration	Approved by CEO on	31.03.2025
Responsible person	CEO	Scheduled review date	31.03.2027
Category	Governance		

## INTRODUCTION

Swan City Youth Service Inc. understands the importance of keeping your personal information safe and respects your right to privacy. We only collect the information we need to provide our services and meet legal requirements. This policy explains how we collect, use, store, and protect your personal information.

## PURPOSE

This Privacy Policy explains what information we collect from you, how we collect it, and how we use it. Swan City Youth Service (SCYS) follows the Australian Privacy Principles to ensure your personal information is handled safely and responsibly. Our policy applies to everyone involved with SCYS, including staff, management committee members, clients, contractors, and volunteers. We are committed to protecting your privacy and only collect personal information when necessary to provide services, meet legal requirements, or comply with funding and reporting obligations.

## RELEVANT LEGISLATION:

*Privacy Act 1988 (Cth)*

## APPLICATION OF POLICY

This Privacy Policy applies to all individuals involved with Swan City Youth Service Inc. (SCYS), including the CEO, management committee members, staff, and volunteers. Each group has specific responsibilities to ensure personal information is handled securely and in compliance with the Privacy Act 1988 (Cth).

### CEO & Management Committee Members

- Ensure SCYS has strong privacy policies and procedures in place.
- Oversee compliance with privacy laws and reporting obligations.
- Respect the privacy and confidentiality of all clients, staff, and SCYS operations.
- Review and address any privacy-related complaints or breaches.
- Maintain confidentiality regarding SCYS operations and client information.

### Staff Members

- Collect, store, and use personal information only for lawful and necessary purposes.
- Follow SCYS policies when handling sensitive or confidential information.
- Secure personal data to prevent unauthorised access, misuse, or loss.
- Report any privacy concerns, breaches, or risks to management immediately.
- Participate in privacy training and comply with data protection guidelines.

## Volunteers

- Respect the privacy and confidentiality of all clients, staff, and SCYS operations.
- Only access personal information necessary for their role.
- Follow SCYS privacy procedures and report any breaches or concerns.
- Seek guidance from staff if unsure about handling private information.

All individuals must comply with this policy. Breaches may result in disciplinary action, removal from SCYS, or legal consequences where required by law.

## POLICY

Swan City Youth Service (SCYS) only collects personal information that is necessary for or directly related to our services, business functions, and activities. This information is always obtained lawfully and fairly, and we will collect it directly from you whenever reasonable and practicable.

In some cases, SCYS may collect personal information for funding, reporting, and compliance purposes. This may include national police clearances, Working with Children Checks, and other relevant documentation as required by law.

SCYS handles all personal information in accordance with the Privacy Act 1988 (Cth). Information collected for reporting, compliance, or service provision may be shared with third parties only where necessary and permitted under the law. SCYS staff ensure that all personal data is used responsibly, securely stored, and only disclosed as required for legal, funding, or operational purposes.

SCYS does not collect sensitive information—such as political opinions or associations, membership of professional or trade associations or unions, religious or philosophical beliefs, criminal records, health information, or sexual orientation—without your consent unless required by Australian law or necessary to provide our services.

## WHAT INFORMATION WE COLLECT

We collect personal information when you:

- Make an enquiry (in person, by phone, or online).
- Use our services or register for programs.
- Provide details for donations.

This may include your name, contact details, date of birth, employment details, payment information, and transaction history.

## WHY WE COLLECT YOUR INFORMATION

We collect personal information to:

- Provide and improve our services.

- Process donations and send receipts.
- Meet legal and reporting requirements.
- Send updates about our services (if you opt in).

If you choose not to provide certain details, we may not be able to offer full access to our services.

## HOW WE HANDLE AND SHARE YOUR INFORMATION

- SCYS will only share personal information when legally required.
- Information used for reporting does not include individual names but may include details such as date of birth, age, ethnicity, and gender, depending on reporting requirements.
- Data collected for reporting is stored in Australia and is not stored overseas.
- Data collected for donations is handled in accordance with Australian laws and is only used for the intended purpose with your consent.
- All SCYS staff, volunteers, and contractors must adhere to strict privacy and confidentiality policies.

## YOUR RIGHTS AND CHOICES

- You can opt out of receiving promotional emails by contacting us.
- You may request access to the personal information we hold about you.

## SECURITY AND DATA BREACHES

We take all reasonable steps to protect your information from misuse, loss, or unauthorised access. If a data breach occurs that may put your personal details at risk, we will notify you and the Office of the Australian Information Commissioner (OAIC) as required.

## PRIVACY COMPLAINTS OR QUESTIONS

If you have any concerns or want to correct your personal information, contact us.

Email: [reception@scys.org.au](mailto:reception@scys.org.au)

Mail: Swan City Youth Service Inc., PO Box 2118, Midland WA 6936

If you are not satisfied with our response, you can contact the Office of the Australian Information Commissioner at [www.oaic.gov.au](http://www.oaic.gov.au).

## CHANGES TO THIS POLICY

We may update this Privacy Policy, and any changes will be posted on our website.

## CONSEQUENCES OF BREACH OF THIS POLICY

All staff, management committee members, and volunteers at Swan City Youth Service Inc. (SCYS) are required to follow this Privacy Policy and protect personal information.

If a breach occurs, SCYS will take appropriate action based on the severity of the breach, which may include:

- Investigation: SCYS will review the breach to determine its cause and impact.

- **Corrective Action:** Additional privacy training or process improvements may be required.
- **Disciplinary Action:** Staff or volunteers who intentionally or negligently breach this policy may face consequences, including formal warnings, suspension, or termination of employment or engagement.
- **Legal Consequences:** If the breach involves unlawful handling of personal information, SCYS may take legal action or report the incident to authorities, including the Office of the Australian Information Commissioner (OAIC).

All privacy breaches will be handled in line with Australian privacy laws, ensuring accountability and protection for those affected.

### Authorisation

Signature of CEO

