

YMCA Geelong – Privacy Policy



OFFICE USE ONLY

Policy Number	Date Approved	Date Last Amended	Status
YG-126-G	27/05/2014	27/05/2014	APPROVED- YMCA Geelong Board

1. INTRODUCTION

The YMCA Geelong respects the privacy of our clients, members, participants, staff, volunteers and visitors. This Policy meets the requirements of the [Privacy Amendment \(Enhancing Privacy Protection\) Act 2012](#) (Privacy Amendment Act) which made many significant changes to the [Privacy Act 1988](#) (Privacy Act). These changes commenced on 12 March 2014.

The [Privacy Regulation 2013](#), made under the Privacy Act, also commenced on 12 March 2014, and related Victorian Government legislation (Health Records Act 2001 and the Information Privacy Act 2000).

2. POLICY

The YMCA reserves the right to make changes or amendments to the **YMCA Privacy Policy** as required by law.

2.1 Collection, use and disclosure of information

a. Collection of personal or health information

The YMCA collects personal information directly from our clients, members, Third party agencies, referral agencies, participant representatives/guardians/carers/ support agencies, staff, volunteers and visitors through electronic, verbal, and written correspondence by means of email, phone, online, in person, via competitions, enrolments, social media.

Data collected includes but is not limited to;

Phone numbers, emails, addresses, date of birth, gender, medical conditions, medication plans, risk and behaviour management plans, payment details, bank account details, concession card details, Family Assistance Officer CRN, Court Order information and emergency contact details.

b. Use of personal or health information

The YMCA may use personal/health information for:

- programs and service provision
- administration
- training
- payroll
- research and development purposes

c. Collection of personal or health information relating to children

The YMCA does not collect, use or disclose personal information about anyone under the age of 18 unless we have the consent of a parent or legal guardian.

The Privacy Act extends rights to individuals of any age and does not specify an age at which an individual is capable of giving consent. Under common law, considerations of what an appropriate age is, take into account factors like the maturity of the child and the child's ability.

d. Disclosure of personal or health information

The YMCA may disclose personal & health information to organisations/individuals outside the YMCA in order to provide the range of services and programs offered. The consent of the individual will be sought prior to any disclosure of personal or health information.

Disclosure of personal and health information will be in accordance with the National Privacy Principles.

2.2 Data Quality

The YMCA takes reasonable steps to ensure that personal information is accurate, complete and up to date whenever it is collected, used or disclosed. We require customers to annually update their enrolment information.

2.3 Data Security, Storage & Retention

The YMCA takes reasonable steps to protect personal information from loss, misuse, unauthorised disclosure or destruction.

Only authorised YMCA staff, volunteers, or sub contractors have access to information for approved purposes.

Data is stored in third party secure hosted data centres and comply with data security standards. Annually these suppliers are asked to provide a compliance report and to validate our audit requirements.

Health information will be retained for a minimum of 7 years following the last occasion on which service was provided. Where information was collected while the individual was a child it shall be retained until the individual is 25 years old, or for 7 years whichever is the greater.

2.4 Openness

The YMCA Privacy Policy is available to:

- The community, members and clients through external promotional material brochures and websites.
- staff and volunteers on the extranet and through induction processes,

2.5 Access and Correction

Access to personal information collected and stored by the YMCA will be administered according to the provisions of the Commonwealth Privacy Legislation.

The YMCA requires any person requesting access to their individual's personal information put their request in writing/email and attention to the CEO and forward to geelong@ymca.org.au. All requests are processed within 30 days of receipt of application at no charge. Access to personal/health information for the purposes of viewing or correction will only be available to people requesting changes to their specific information or authorised carers/guardians with the consent of the person requesting the information.

Annually all members/customers will be required to provide an updated enrolment/registration/booking form to ensure that personal and health information is accurate.

In accordance with the Health Records Act, all Health information collected by the YMCA will not be deleted. Amendments or alterations to the health information will be recorded on a separate form and attached to the original file.

2.6 Unique Identifiers

The YMCA may be required to collect an individual's identifier such as Tax File number, Medicare number or Social Security number for the provision of services. These identifiers will only be disclosed to agencies as required by law.

2.7 Anonymity

Wherever it is lawful and reasonable to do so, the YMCA provides an opportunity to remain anonymous.

2.8 Transferred data flows

The YMCA does not transfer any personal/ health information overseas without the consent of the individual.

2.9 Sensitive information

The YMCA collects sensitive information such as religion, gender, disability, custody records, concession card details and criminal records where:

- the individual has consented; or
- the collection is required by law;

The YMCA does not disclose this information without consent or as required by law.

This information is recorded in secure, password protected and lockable facilities.

2.10 Transfer/Closure of Health Service

In the event of a YMCA managed health service (i.e. medical suite, massage service, physiotherapy service, sports medicine service, health and fitness club, recreation centre) being transferred, sold, leased, or ceasing operation; the YMCA will enact appropriate notification and transfer procedures as directed by the Health Records Act.

2.11 Info to another Health Service Provider

If requested by an individual the YMCA shall transfer their health information to a designated/ recognised health provider (i.e. medical suite, massage service, physiotherapy service, sports medicine service, health and fitness club, recreation centre, medical practitioners) free of charge on the completion of a "Personal Health Information Transfer Form".

The transfer of health information will be completed within 14 working days.

2.12 Consent

By acquiring, booking or using the YMCA services, products or facilities, individuals consent to the reasonable collection, use and disclosure of personal information.

Consent may be directly implied in the completion of an application, membership or registration form or indirectly implied. e.g. YMCA requests personal details to forward program information and the customer supplies their name and address for this purpose, social media, online competitions etc.

2.13 Complaints Procedure

Formal complaints regarding the manner in which personal information is collected, used, or disclosed are to be handled in accordance to the "YMCA Complaints Handling Procedures".

2.14 YMCA websites

The YMCA collects personal or sensitive information through websites, e-commerce systems, etc. The YMCA protects web sites through the use of encryption technology.

2.15 Credit Card Processing

YMCA collects credit card details for the purpose of processing payments.

Data is immediately entered into the EFTPOS terminal at the time of payment and not recorded, or it is provided with on a booking form, processed and shredded.

2.16 Direct debit Processing

YMCA processes customers direct debit payments with the written authorisation of the customer on a Direct Debit Authorisation Form. Personal and sensitive information is collected, input in to Point of Sale system and payment is processed by a third payment identified on the DDR Form.

Forms are retained in a secure location for the duration of the customer's membership with the YMCA.

2.17 Access to the Policy

The YMCA Privacy Policy is available on YMCA Geelong website and may be updated at any time without notice.

A copy of the Policy or alternate formats of the policy can be made available on request geelong@ymca.org.au

3 DEFINITIONS

'Privacy' means many different things to people.

It can mean protecting your personal space by not having others observe you when you are at home or in your backyard. It may be expecting not to be subject to video surveillance when you are at work. Central to all ideas of 'privacy' is keeping your own actions, conversations, information and movements free from public knowledge and attention.

What privacy means as a general concept is often different to what privacy means under law. Only certain types of information and activities are protected by privacy legislation.

Data protection laws

Most privacy laws are more correctly described as data protection laws, as they are limited to regulating the handling of personal information by organisations

4 SCOPE

This policy applies to all employees, volunteers and contractors of YMCA Geelong Inc. and associated clubs.

5 ROLES AND RESPONSIBILITIES

Department/Area	Role/Responsibility
CEO	CEO is responsible for the development, monitoring and review of the Policy and related systems.
Board	Ensuring suitable resources and support systems to enable compliance with this policy.
Senior Management	Responsible for: <ul style="list-style-type: none">the promotion of a culture that encourages respect and consideration for the privacy and use of people's private information is lawful.Adhering to the requirements of the Privacy Policy
All employees (including Managers, Directors, Coordinators, Team Leaders), Volunteers and Contractors	Responsible for adhering to the requirements of the Privacy Policy and attend training to ensure they understand their responsibilities.

6 MONITORING, EVALUATION AND REVIEW

Adherence to this policy will be monitored through YMCA's Internal Compliance System procedures. The Incident Reporting system shall record any breaches or complaints received where the privacy of employees, volunteers, contractors or participants has been compromised.

Review of this policy will be undertaken in accordance with the requirements of the policy framework and will be reviewed every three years in consultation with the Board and other stakeholders.

Reporting of incidents of breaches of the Privacy Policy or legal requirement will be presented to the CEO and General Counsel and presented to the Board in the CEO report.

7 SUPPORTING DOCUMENTS

Privacy rights in Victoria are established in four pieces of privacy and privacy related legislation:

The Information Privacy Act 2000 (Vic)

The Health Records Act 2001 (Vic)

The Charter of Human Rights and Responsibilities Act 2006 (Vic).

<http://www.privacy.vic.gov.au/>

<http://www.privacy.gov.au>

[Office of the Australian Information Commissioner: www.oaic.gov.au](http://www.oaic.gov.au)

Privacy Amendment (Enhancing Privacy Protection) Act 2012 (Privacy Amendment Act) These changes commenced on 12 March 2014.

7 SUPPORTING DOCUMENTS (LINKS TO PROCEDURES, LEGISLATION, FORMS, WORK PRACTICES)

Approved by: **YMCA Geelong Board**

Meeting number and date: **27/05/2014**

Resolution number: **Item 13**

Effective date: **June 30 2014**

Review date: **27/05/2017**

Policy Owner: CEO

Contact Details policy owner: Ph: 5221 8344 E: geelong@ymca.org.au

Amendment history:

Version	Date	Author	Change Description
V1	11/02/2014	Shona Eland	Uploaded to YMCA Geelong Policy Template included scope, monitoring and evaluation clauses.
V2	27/05/2014	Shona Eland	Included Clauses 2.15, 2.16 , 2.17 Changed Clauses 2.1, 2.2,2.8,2.9, 2.12 updated to reference Privacy Amendment (Enhancing Privacy Protection) Act 2012 (Privacy Amendment Act) which made many significant changes to the Privacy Act 1988 (Privacy Act). These changes commenced on 12 March 2014.

As adopted by the YMCA of Geelong on 27/05/2014



Shona Eland
Acting Chief Executive Officer YMCA Geelong Inc.