



YMCA Brisbane

# Privacy Policy

**Purpose:** This policy explains the types of personal information that we may collect and hold, how that information is used and with whom that information is shared. It also sets out how you can contact us if you have any questions or concerns about this information.

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## Introduction

YMCA of Brisbane and Y-Care (South East Qld) Inc consider the privacy of individuals seeking employment with YMCA, volunteers, contractors, clients, online users, beneficiaries, donors, and individuals representing Member Associations and associated companies to be of highest importance, and are committed to handling all personal information with honesty and transparency.

This Privacy Policy applies to both entities: YMCA of Brisbane and Y-Care (South East Qld) Inc. (hereafter YMCA).

YMCA adheres to the Australian Privacy Principles under the Commonwealth Privacy Act 1988 and, for relevant personal information, the Information Privacy Principles under the Queensland Information Privacy Act 2009. This Privacy Policy applies to everyone that engages with YMCA, other than YMCA's employees. This Privacy Policy explains how YMCA collects personal information, what we do with it, and, most importantly, how it is protected. 'Personal information' may include your name, address, phone number, email address, age, gender, and your position title. It has been prepared in accordance with current legislation and the Board of YMCA of Brisbane reserves the right to amend it in accordance with any new laws, technologies or relevant changes in YMCA operations and practices.

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

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

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

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

For more information on the Privacy Act 1988 and the Australian Privacy Principles, please refer to the Office of the Australian Information Commissioner - [www.oaic.gov.au](http://www.oaic.gov.au)

For more information on the Information Privacy Act 2009 and the Information Privacy Principles, please refer to the Office of the Information Commissioner Queensland - [www.oic.qld.gov/guidelines/for-community-members](http://www.oic.qld.gov/guidelines/for-community-members).

# 1. Collection

## ***How does YMCA collect my personal information?***

YMCA collects personal information about you from our contact with you, this includes completion of online forms on our YMCA websites, emails, telephone enquiries and face to face meetings about membership, attendance or subscription you make to receive our services or information.

## ***Why does YMCA collect personal information?***

YMCA may ask you to provide personal information. We will only do this to meet your needs (e.g. answer a question, provide a service), to meet our needs (e.g. quality assurance) or if required by law. These may include but are not limited to:

- Responding to your requests and enquiries
- Program and service provision
- Administration including verification of identity and maintenance of records
- Fulfilling obligations in respect of any program, activity or service and/or any other contract between you and YMCA
- Vocational Education and Training
- Pre-employment (recruitment, payroll, taxation, superannuation)
- Workplace health & safety
- Child and youth safety and wellbeing
- Research, development and quality assurance
- Donations
- Provide marketing communication and fundraising materials, events, special offers, competitions, surveys and promotions via any medium including mail, telephone and electronic messages or any other form of electronic, emerging, digital or conventional communication channels;

***If YMCA requires the collection of your personal information, the purpose for which the information is to be collected and the consequences of providing it will also be made clear at the time of the collection. What kind of personal information does YMCA collect and hold?***

The types of personal information YMCA may collect include, but are not limited to:

- contact information and other relevant details including:
  - your full name (current and former), date of birth, gender and personal contact details (including your address, landline or mobile telephone numbers, fax number and e-mail address);
  - your business contact details (including your company name, job title and business, address, landline or mobile telephone numbers, fax number and email; and

- contact and identification details of any third party that you have authorised to negotiate or provide your personal information on your behalf (including any attorneys appointed by you under a power of attorney);
- information about you as a customer/member of YMCA including:
  - any programs, services or products you purchased from us;
  - information about your visit to our website or other social media (or any other form of electronics, emerging, digital or conventional communication channels), such as your browser software, which pages you view and which items you "clicked" on or added to your shopping basket; program, service, product or participation logs, which hold information about your use of our programs, services, products or websites;
  - information provided in enquiry forms and surveys
  - interests and preferences that you specify during participation in a program or service; and
  - commentary or opinion you provide relating to our services/ products;
- banking and payment details including, bank account and credit card information, and any other information required for us to process donations and other transactions associated with our services;
- surveillance camera footage from YMCA facilities
- photographic and/or videography images from YMCA programs, activities or events
- any correspondence between you and YMCA; and
- any other personal information provided to us when you make an inquiry or request information
- government identifiers (including but not limited to Tax File Number, Medicare Number, Social Security number, Unique Student Identifier Number and Learner Unique Identifier Number) and may use these as part of the provision of services to you or our security check when we speak to you.
- certain sensitive information including health, medical and relevant demographic and social information relating to the provision of services to you.

***Sensitive Information***

If or when YMCA is required to collect sensitive information about an individual, it will be only be collected with the individual's consent and transferred to other parties as outlined at the time of collection.

Collection of sensitive information such as religious affiliation, gender, disability, languages spoken other than English and criminal records will only occur when the individual has consented or where the law requires such collection.

***Collection of personal/health information relating to children and young people***

YMCA does not collect, use or disclose personal information about anyone under the age of 18 years of age unless the signed consent of a parent or legal guardian has been obtained, with the

exception of collecting personal information for Employment Applications and in the execution of the protection of children and young people from actual and/or potential harm.

YMCA is committed to ensuring that personal information held about children and young people is protected to ensure the privacy of these individuals and their families. Some of this information is sensitive information and is collected to ensure children's and young people's well-being, protection, development and provision of care. YMCA is also required to collect some sensitive information about children by the Education and Care National Regulations including medical conditions, immunisation history and additional needs.

### ***Will YMCA use my photograph, or those of my family members?***

YMCA will seek written consent when taking an image or video and when we wish to use your image or those of your family members; for example, photos of your child taken at a YMCA activity or event that YMCA wish to use in its Annual Report or for fundraising activities. You have the right to withdraw consent at any time. Requests to withdraw consent must be in writing and sent to YMCA Head Office. Following a request to withdraw consent YMCA will cease any future new publication or use of images, but for several years the images may appear in printed and electronic material which has already been produced or disseminated.

### ***YMCA's Website***

This Privacy Policy also applies to your personal information that you choose to provide through completion of one of our forms on the YMCA's website.

You are free to browse YMCA's websites including but not limited to: [www.ymcabrisbane.org](http://www.ymcabrisbane.org) without entering any personal information and, therefore, you can remain anonymous. When you visit our website, we and/or our contractors may collect certain information about your visit. Examples of such information may include:

### ***Cookies***

Cookies are small amounts of information which we may store on your computer (after you register on our website) to enable our server to collect certain information from your web browser. Cookies do not identify the individual user, just the IP address of the computer used. Cookies and other similar technology make it easier for you to log on to and use the website during future visits. They also allow us to monitor website traffic, to identify you when you visit our website, personalise website content for you, enable you to both carry out transactions and have access to information

about your account. Cookies themselves only record which areas of the site have been visited by the computer in question, and for how long. Allowing us to create a cookie does not give us access to the rest of your computer and we do not use cookies to track your online activity once you leave our site. Cookies are read only by the server that placed them and are unable to execute any code or virus.

YMCA uses cookies to allow you to login to your account, maintain a shopping cart and to purchase items in your shopping cart. Cookies sent to your computer from YMCA only last while you're browsing our website. We do not store persistent cookies on your computer. Cookies also allow us to give you a more personalised shopping experience by displaying products that interest you throughout our product pages, thus providing you with a more friendly, interesting and enjoyable shopping experience.

### **Site Visit Information**

We also collect general information about your visit to our website. The information we collect is not used to personally identify you, but instead may include your server address, the date and time of your visit, the pages you accessed and the type of internet browser you use. This information is aggregated and used for the purposes of system administration, to prepare statistics on the use of our website and to improve our website's content.

YMCA websites contains links to other sites operated by other parties. Links are provided to other Internet sites as a convenience to users, and access to Internet sites linked to our website is at the user's own risk. YMCA is not responsible for the content or the privacy practices of linked websites and therefore strongly encourages users to examine each linked site's privacy Privacy Policy.

Whenever you use our website, or any other website, the computer on which the web pages are stored (the Web server) needs to know the network address of your computer so that it can send the requested web pages to your Internet browser. The unique network address of your computer is called its "IP address," and is sent automatically each time you access any Internet site. From a computer's IP address, it is possible to determine the general geographic location of that computer, but otherwise it is anonymous. We do not keep a record of the IP addresses from which users access our site except where you have specifically provided us with information about yourself, in which case we also record your IP address for security purposes. An example of this would be when proceeding to a checkout to finalise an order you may wish to make. After completing the form provided, your IP address will be stored along with a transaction number that allows us to track your order.

### **Social Networking Services**

YMCA uses social networking services such as Twitter, Facebook, Instagram and YouTube to communicate with the public about our work. When you communicate with us, these services may

also collect your personal information. Social networking services will also handle your personal information for its own purposes and have their own privacy policies, which are accessible through their relevant websites.

## **2. Use & Disclosure**

YMCA may disclose your personal information for the purposes described in this Privacy Policy to the following:

- our staff to administer the services we offer to you;
- payment system operators;
- our business partners, stakeholders and service providers (including Federal and State Government bodies, and contractors who may provide website, IT, marketing, administration and other services to support YMCA.);
- our professional advisers (for example, our insurers, auditors, lawyers and consultants);
- third parties we engage to carry out promotions or other activities you have requested, or for direct marketing and fundraising purposes (unless you have opted-out of direct marketing communications);
- any entity to whom we are required or authorised by law to disclose your personal information (for example, law enforcement agencies and government and regulatory authorities);
- the Australian Childhood Foundation, National Safeguarding Unit (Y Services), YMCA Australia and other Member Y Associations if required;
- any successors in title to our organisation or functions and activities; and
- other entities with your consent (express or implied) The above entities may in turn disclose your personal information to other entities as described in their respective privacy policies or notices.

If we share your personal information with third parties, we will ensure those third parties are subject to strict controls which protect your personal information from unauthorised use or disclosure, and any access to and right to use your personal information is limited to the extent necessary for the purposes of providing the particular service.

We will not otherwise use or disclose personal information unless you are aware of or have consented to that use of disclosure.

### ***Does YMCA use your personal information for direct marketing?***

With your consent where required by law, we and or our carefully selected business partners may send you direct marketing communications and information about our services. This may take the form of emails, SMS, mail or other forms of communications. In addition to our compliance with legislation under this Privacy Policy, we will comply with the *Spam Act 2003 (Cth)*. You may opt-



out of receiving marketing materials from us by using the opt-out facilities provided (e.g. unsubscribe link).

You may need to separately opt-out of receiving marketing from third party agents affiliated with us.

### **3. Data Quality**

Where YMCA requires personal information to be collected, every effort is made to ensure the information is accurate, complete and up to date.

### **4. Data Security**

YMCA generally store the personal information that it collects in electronic databases. Some of 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, we only allow access to our personnel who need to use the information.

We also update our processes to address new and emerging security threats that we become aware of.

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

#### ***Data Breach Response***

We are committed to protecting your privacy and where there has been a notifiable data breach we will follow the process in our Data Breach Response Plan and:

- investigate any reported actual or suspected data security breach;
- where applicable, make the required report of a data breach to the relevant regulatory authority within the required time period; and
- notify the affected individuals if a data breach is likely to result in a high risk to their rights and freedoms and notification as required by law.

### **5. Access and Correction**

Where your personal information is held by YMCA, you are entitled to access your personal information. You may also want to correct some aspect (for example, because you think it is incomplete or incorrect). If so, please contact our Privacy Officer using the contact details below.

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 for example it would interfere with the privacy of others or result in a breach of confidentiality. In these cases, we will let you know the reasons why we cannot comply with your request.

## **6. Anonymity**

Individuals who wish to gather information via telephone or by visiting our website whilst staying anonymous are welcome to do so provided that the disclosure of information requested does not involve personal information. In all cases, it will be necessary to verify that the person seeking access to information is the person to whom it relates or who is otherwise entitled to access it.

## **7. Transfer of information overseas**

Personal information is not normally transferred overseas.

The World Alliance of YMCAs and the Asia and Pacific Alliance of YMCAs are the two overseas organisations that may require information about YMCA members such as the number of attendances per sporting activity, number of attendances at YMCAs and the number of YMCA voting members. This type of information does not normally require identification of individual persons.

However, YMCA may from time to time utilise a third-party service provider for the purposes described in this Privacy Policy and that third-party may store its data overseas.

We take appropriate steps to ensure that recipients of your personal information are bound to duties of confidentiality, that we implement measures to ensure that any transferred personal information remains protected and secure in line with Data Protection Laws and otherwise comply with the provisions of relevant Data Protection Laws relating to transborder data flows.

## **8. How to contact us and to register a question or complaint**

Contact us via the details below if you would like to:

- ask a question about this Privacy Policy;
- request a copy of this Privacy Policy in another format (such as a paper copy);
- opt out of receiving marketing and promotional emails from us;

- request access to your personal information;
- seek correction of your personal information;

If you have any concerns or queries about this privacy statement, or if you have reason to believe there is a breach of privacy regarding information YMCA collects and holds about you, we can be contacted via the details below:

Email: [brisbane@ymcabrisbane.org](mailto:brisbane@ymcabrisbane.org)

Phone: (07) 3253 1700

Address: 107 Brunswick St, Fortitude Valley QLD 4006

We may be able to assist with an inquiry over the telephone but, if not, you will be asked to put your question or complaint in writing, and send to the above address. All written correspondence will be responded to within a reasonable time of being received.

If you are not satisfied with our response to your complaint, or at any time, you may refer your complaint to the Office of the Australian Information Commissioner ([www.oaic.gov.au](http://www.oaic.gov.au)); or in the case of relevant personal information, the Office of the Information Commissioner Queensland ([www.oic.qld.gov](http://www.oic.qld.gov))

## 9. Changes to our Privacy Policy

The YMCA reserves the right to make changes or amendments to the **YMCA Privacy Policy** to take into account changes to our standard practices and procedures or where necessary to comply with new laws and regulations. The latest version of this Privacy Policy will always be available on our website.

*The Young Men's Christian Association of Brisbane*  
ABN: 61 028 995 366 (trading as YMCA of Brisbane)

*Y-Care (South East Queensland) Inc. (trading as YMCA Social Impact)*  
ABN: 85 051 706 001

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