

## Privacy Policy

This privacy policy applies to Huon Valley PCYC ABN 26 721 016 814.

Huon Valley PCYC respects every individual's right to privacy, and we are committed to maintaining the privacy and confidentiality of your personal information in accordance with the National Privacy Principles in the Privacy Act 1988 (Commonwealth).

### **Who do we collect information from?**

If you are engaging our services in some way as a client, Authorised Participant Representative, client family member or guardian, supplier, contractor, employee, volunteer, or any other contributor to Huon Valley PCYC, we may need to collect some personal information.

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

We collect this information from you in several ways, including face to face interactions and conversations, online and telecommunication interactions, requests for information, through referrals from other service providers, and through the provision of our services.

### **Why do we collect information?**

We do this so that we can perform our functions and activities as a provider of sport and recreation services, health and wellbeing services, and disability and psychosocial support services. Therefore, we will only collect personal information that is relevant and required to perform our functions and activities.

### **What kind of information do we collect?**

Information such as names, addresses, email addresses, phone numbers, age, and date of birth, banking details, education and qualifications, photographs, video recordings, and audio records may be collected.

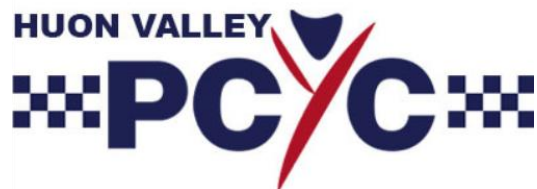
Due to the nature of our business, some sensitive personal information may also be collected such as the details of a complaint and health information.

### **Who will see your personal information?**

The third parties we may disclose your personal information to include, but are not limited to: our employees, contractors, other service providers, payment processors, data entry service providers, debt collectors, and professional advisors such as accountants, solicitors, business advisors and consultants. Authorised Huon Valley PCYC personnel may be provided access to some personal information when required.

### **Will we disclose any personal information without your consent?**

There are certain serious circumstances in which we may need to disclose information about a person without their consent, such as mandatory reporting requirements on child protection matters. We also have an obligation to report incidences of violence, exploitation, neglect, abuse, and sexual misconduct to the NDIS Commission and police. It is possible that under such circumstances, some personal information may need to be disclosed.



### **How is your information stored?**

Personal information which is held by Huon Valley PCYC is stored electronically in secure databases, and when retention of hard copies is required, the copies are stored in secure filing cabinets. Huon Valley PCYC will take reasonable steps to protect your personal information from misuse, interference and loss, unauthorised access, modification, or disclosure.

### **How do we dispose of personal information?**

When your personal information is no longer required by us, we will securely destroy or de-identify information in accordance with the law. We will also securely destroy or de-identify information when required to by law.

### **Can you see your personal information?**

At your request, Huon Valley PCYC can provide you with access to your stored personal information, where reasonable and practicable to do so, in accordance with the Privacy Act. Requests for access to personal information must be made in writing to [contact@hvpcyc.org.au](mailto:contact@hvpcyc.org.au).

If access to your personal information requires a significant allocation of resources, we may charge a reasonable administration fee to cover the costs.

### **Can you remain anonymous or give a pseudonym?**

Where practical, you may interact with Huon Valley PCYC anonymously or use a pseudonym, however, to deliver our services we will require further information.

### **Under what circumstances do we notify you?**

When you engage with us in a way that requires the collection of personal information, we will take reasonable steps to notify you of our privacy policy. We will also take reasonable steps to notify you when we have received personal information about you from a source other than yourself.

### **How do you know if our policy is up to date?**

If our Privacy Policy needs to be changed to reflect current legislation or changes to our business operations, we will provide an up-to-date copy on our website.

### **How can you make a complaint if you feel that your privacy has been breached?**

At Huon Valley PCYC, all complaints are taken seriously. To lodge a complaint, please contact us at [contact@hvpcyc.org.au](mailto:contact@hvpcyc.org.au). If the complaint contains confidential information, please request the managers email address from [contact@hvpcyc.org.au](mailto:contact@hvpcyc.org.au)

|                            |                           |                          |
|----------------------------|---------------------------|--------------------------|
| Version<br>01              | Last Reviewed<br>01/07/24 | Next Review<br>01/07/25  |
| First Issued<br>01/07/2024 |                           | Approved By<br>PRESIDENT |