

## COMMITMENT TO PRIVACY

IFYS Limited ACN 131 388 102 and its related bodies corporate (**IFYS/we/us/our**) understands and appreciates that Service Users, donors and third parties having contact with IFYS, including visitors to and users of the IFYS website [www.ifys.com.au](http://www.ifys.com.au) (**you/your**), are concerned about their privacy and the confidentiality and security of any information that may be provided to us.

We are committed to protecting your Personal Information and complying with our obligations under the *Privacy Act 1988* (Cth) (**Privacy Act**) and, where relevant, the *Information Privacy Act 2009* (Qld) and other State laws governing the use of Personal Information (collectively, **Privacy Laws**) which regulate how Personal Information is handled from collection to use and disclosure, storage, access and disposal.

We endeavour to protect user privacy in compliance with the Australian Privacy Principles (**APP**) as prescribed by the Privacy Act.

## DEFINED TERMS

**Employee** – a person employed or otherwise engaged to form part of the IFYS workforce including, where the context requires, a volunteer or a contractor, consultant or supplier engaged to provide services to IFYS.

**Personal Information** is defined in the Privacy Act. It generally means any kind of information in any form about a person that identifies that person, whether it is true or accurate or not, and regardless of how or where it is recorded or stored.

**Sensitive Information** is defined in the Privacy Act. It includes Personal Information about racial or ethnic origins, political opinions, memberships of political associations, religious beliefs or affiliations, philosophical beliefs, memberships of professional or trade associations, memberships of trade unions, sexual inclinations, criminal records or health information about an individual.

**Service Partner** means an entity that provides support to IFYS through the provision of skills, personnel, funding or services, and includes suppliers.

**Service User** - any person who is about to receive or is receiving assistance from an IFYS program. Individual programs may have their own terminology for describing a Service User (e.g. child, Service User, Consumer, Client, Tenant, Participant etc.)

Further information about the application of the Privacy Act can be found on the website of the Office of the Australian Information Commissioner at [www.oaic.gov.au](http://www.oaic.gov.au).

## WHO DOES OUR PRIVACY POLICY APPLY TO?

IFYS' Privacy Policy applies to:

- All current and past members and officers of IFYS whose Personal Information we have collected;
- All Service Users or other such persons whose Personal Information is collected in relation to the services offered by IFYS; and
- All individuals whose Personal Information is collected by us in the course of our functions and activities such as service providers, contractors and prospective Employees.

The Privacy Act and IFYS' Privacy Policy do not apply to acts or practices which directly relate to the records of Employees of IFYS.

This Privacy Policy explains:

- the nature of the Personal Information we may collect from you;
- how we manage the Personal Information that we collect, use and disclose;
- how to contact us if you:
  - have any questions about our management of your Personal Information; or
  - would like to access or correct the Personal Information we hold about you; or
  - would like to lodge a complaint with us regarding our compliance with Privacy Laws.

## THE INFORMATION WE MAY COLLECT

IFYS is a not-for-profit community service organisation, delivering programs and services throughout Queensland in areas including (without limitation):

- Accommodation Services
- Child Protection
- Disability and Care Services
- Employment and Training Services
- Family Support Services
- Foster and Kinship Care
- Social Enterprise Projects
- Youth Services.

To provide its services, IFYS engages and coordinates Employees, volunteers and Service Partners. We rely on donations, funding and support from private and public corporations, community groups, various levels of government and from members of the community at large.

The types of Personal Information we may collect include (without limitation):

- identifying information such as name, date of birth, gender and employment details;
- contact information such as home and business addresses, phone numbers, postal addresses and email addresses;
- government-issued identifiers including Tax File Numbers or Medicare numbers, ABNs or ACNs;
- financial information, such as credit card details or bank account details;
- information on personal issues and experiences, relationships, family background and supports Service Users may have in the community and areas of interest;
- qualifications, skills and experience; and
- health information including (without limitation) WorkCover history and/or medical history.

Where possible we collect your Personal and Sensitive Information directly from you. IFYS collects information through various means including telephone and in-person interviews, appointments, forms and questionnaires. If you feel that the information that IFYS is requesting, either on our forms or in our discussions with you is not information that you wish to provide, please feel free to raise this.

In some situations, IFYS may also obtain Personal Information about you from a third-party source. If information is collected about you in this way, IFYS will take reasonable steps to contact you and ensure that you are aware of the purposes for which the Personal Information was collected and the organisations to which IFYS may disclose your information, subject to any exceptions under the Privacy Act. For example, IFYS may collect information about you from a healthcare professional, such as (without limitation) your doctor.

We do not create, use or store profiles of our Service Users and Service Partners. We only record information that we reasonably require to properly interact with you in the course of carrying out our services.

You generally have the right not to identify yourself when dealing with us where it is lawful and practicable for us to allow it. However, on some occasions, we may not be able to do this.



If you do not provide or authorise the provision of the Personal Information we request, we may be unable to provide you with some or all of our services or the services of our Service Partners.

By becoming or remaining a Service User or Service Partner of IFYS, by utilising any of our services or the services of any of our Service Partners sourced through us, or by otherwise providing Personal Information (including Sensitive Information) to us, you confirm that you, and other individuals whose information you provide, have consented to our collecting, using and disclosing your and their Personal Information (including Sensitive Information) however collected by us, in accordance with this Privacy Policy.

## HOW WE MAY USE OR SHARE YOUR INFORMATION?

We may use Personal Information in any of the following ways:

- responding to and fulfilling requests for our services;
- endeavouring to ensure that the services we are providing are the most appropriate services to meet relevant needs;
- meeting any requirements of government funding programs;
- monitoring and evaluating existing services and planning for future service needs;
- responding to questions or suggestions;
- retaining information for statistical purposes so that we may improve or better direct our services;
- storing information to save time when dealing with Service Users or with persons authorised to deal with us on a Service User's behalf;
- managing and developing our service and operational processes and systems;
- conducting marketing, feedback and research activities;
- managing and resolving any legal or commercial complaints or issues;
- performing other functions and activities relating to our services and activities;
- responding to applications for employment;
- processing donations and providing receipts; and
- compliance with our legal obligations generally.

In doing so, and for the purposes of this Privacy Policy generally, we may disclose Personal Information to persons or organisations in Australia and overseas including (without limitation):

- our Service Partners involved in managing or providing some of our services. Steps are taken to ensure they comply with the APPs when they handle Personal Information and that they are authorised only to use Personal Information in order to provide the services required by us;
- our professional advisers, including (without limitation) our lawyers, accountants and auditors;
- former Employers and referees of prospective IFYS Employees, including (without limitation) volunteers;
- doctors and other health care professionals, who assist us in the delivery of our services;
- other government or regulatory bodies, such as WorkSafe or WorkCover;
- your agents and advisers or other persons authorised by, or responsible for you;
- government departments or agencies who provide services or funding for our services;
- other parties to whom we are authorised or required by law to disclose information; and
- in other circumstances with your consent.

Except as set out above, IFYS will not disclose a person's Personal Information to a third-party unless:

- the person has consented to the release;
- the disclosure is required or authorised by law; or
- the person would reasonably expect us to use or give that information for a purpose properly related to that for which it was collected.

## WEBSITE

We acknowledge that you may click through to third-party sites from our website. We cannot assume any responsibility for information from and content of third-party sites, including those of our Service Partners. Our



Privacy Policy is applicable only to us and our website and accordingly, we recommend that you also refer to the privacy policies of the other sites you visit.

IFYS may use Google advertising programs to improve the online experience including the display of relevant ads on external websites. These programs are pieces of text that are transferred into the memory of your computer to store preferences, record session information and collect information on how you visit and access our website. The use of these programs improves the efficiency of navigation throughout our website and assists us to provide services to you in the most convenient and prompt manner. Anyone can opt out of these programs at any time by [clicking here](#).

## **HOW WE SECURE YOUR PERSONAL INFORMATION**

We take all reasonable steps to protect your Personal Information from misuse, loss and unauthorised access, modification or disclosure. We store your information securely and have a range of security controls in place to ensure that your information and documents are protected. Our Employees receive Privacy awareness training, and access to Personal Information is restricted to appropriately authorised individuals.

We also take reasonable steps to make sure that the Personal Information that we collect, use and disclose is accurate, complete, up to date and relevant. We keep your Personal Information for only as long as it is required in order to provide you with products and services and to comply with our legal obligations. When it is no longer needed for these purposes, we take reasonable steps to destroy or permanently de-identify this Personal Information.

## **INFORMATION USED FOR MARKETING**

We collect information from various sources, including external sources, for the purpose of raising funds and developing programs to further progress the aims and objectives of IFYS. We may provide basic information regarding our contacts (name, address, and telephone numbers) to external organisations. However, we provide our contacts with the opportunity to decline or modify any further direct marketing.

## **HOW WE COMMUNICATE WITH YOU**

To keep you informed quicker, where you provide us with an email address, we will send most communications to you by email.

You can choose how we communicate with you and manage your consents to receiving information by contacting us through the contact details found at the foot of this Privacy Policy.

## **HOW YOU MAY ACCESS AND CONTROL YOUR PERSONAL INFORMATION**

You can ask whether we are keeping Personal Information about you by contacting us. If we have retained information on file, you may request a copy of it. You may also wish to apply to amend the information if you believe it to be incomplete, inaccurate or irrelevant.

We will generally provide you with access to your Personal Information, if practicable (although an administration fee may be charged), and will take reasonable steps to amend any Personal Information about you which is inaccurate or out of date.

You can get in touch with us through the contact details found at the foot of this Privacy Policy to request the above any time you wish to do so.

In some circumstances, we may not permit access to your Personal Information or may refuse to correct your Personal Information. Where this happens, we will provide you with reasons for this decision seek alternatives and take any further legally required steps.



## **DO WE DISCLOSE YOUR PERSONAL INFORMATION OVERSEAS?**

IFYS will not usually send or store Personal Information outside of Australia.

Where we do, we take reasonable steps to ensure that your information is given the same type of protection as it is afforded within Australia. This may be through satisfying ourselves that the overseas organisation has controls in place to comply with the Privacy Laws, ensuring that the overseas organisation is located in a country that we believe has a similar privacy regime to Australia or through contractually mandating the adequate management of the information.

On occasion, we may also disclose your Personal Information to overseas organisations where you instruct us or expressly consent to us doing so. In such cases, we may not take the above steps in relation to the management of your information.

## **COUNTRIES TO WHICH PERSONAL INFORMATION MAY BE DISCLOSED**

Listed below are the countries to which we may disclose Personal Information in the course of our functions and activities. This list does not include countries where you may have specifically instructed us to send your information or expressly consented to us sending your information.

- Germany
- India
- United Kingdom
- United States of America.

This list is updated from time to time. You can visit our website at any time to view the latest version.

## **DO YOU HAVE ANY CONCERNS OVER THE WAY WE HAVE COLLECTED, USED OR DISCLOSED YOUR PERSONAL INFORMATION?**

If you have any concerns or queries about how your Personal Information has been handled, please contact our Privacy Officer whose contact details are provided below.

If you wish to make a formal complaint, please provide your complaint in writing to our Privacy Officer. We will consider your complaint promptly and contact you to seek to resolve the matter.

Generally, we will contact you to acknowledge receipt of your complaint and let you know who is managing your query within five (5) business days. We will attend promptly to your complaint and will aim to respond to your concerns or otherwise keep you informed of our progress within thirty (30) days.

If we have not responded to you within a reasonable time or if your complaint is not resolved to your satisfaction, you are entitled under the Privacy Act to make a complaint to the Office of the Australian Information Commissioner.

## **CHANGES TO OUR PRIVACY POLICY**

This Privacy Policy was last reviewed in May 2023. As this Privacy Policy is updated from time to time, to obtain a copy of the latest version at any time, you should visit our website at [www.ifys.com.au](http://www.ifys.com.au).

IFYS reserves the right to change, modify or amend our Privacy Policy at any time by updating this Privacy Policy on our website without any form of notice. If IFYS believes that any change to our policy will materially affect persons dealing with us, we will endeavour to provide a notice on our website of the relevant changes.



Please direct all queries about this Privacy Policy and information regarding the retention of your Personal Information to:

IFYS Limited

Email: [admin@ifys.com.au](mailto:admin@ifys.com.au)

Post: PO Box 1291  
Maroochydore QLD 4558  
Australia

Telephone: 07 5438 3000

