



YMCA WA PRIVACY PROCEDURE

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YMCA WA is officially accredited as a Child Safe Organisation

DOCUMENT CONTROL

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CONTENTS PAGE

| | | |
|-----|--|---|
| 1.0 | PURPOSE | 4 |
| 2.0 | SCOPE | 4 |
| 3.0 | ROLES AND RESPONSIBILITIES | 4 |
| 4.0 | RELATED LEGISLATION AND STANDARDS..... | 4 |
| 5.0 | SUPPORTING PROCEDURES, POLICIES AND OTHER DOCUMENTS | 4 |
| 6.0 | STEPS..... | 5 |
| 7.0 | FEEDBACK..... | 6 |
| 8.0 | DEFINITION OF TERMS..... | 6 |

1.0 PURPOSE

This policy describes how the service manages the collection of personal information in an open and transparent way and protects the privacy of individuals regarding the personal information held. YMCA WA and the YMCA WA Family Day Care Service is bound by the Australian Privacy Principles of the Privacy Act and is committed to protecting the personal information of any individual.

2.0 SCOPE

This policy applies to the personal information of individuals that is collected and held by the service.

3.0 ROLES AND RESPONSIBILITIES

| Role Title | Responsibilities |
|------------|------------------|
| | |
| | |

4.0 RELATED LEGISLATION AND STANDARDS

| Legislation/Standard |
|--|
| Education and Care Services National Law (WA) Act 2012 |
| Education and Care Services National Regulations, 2012 |
| National Quality Standards |
| Privacy Act, 1988 |

5.0 SUPPORTING PROCEDURES, POLICIES AND OTHER DOCUMENTS

Refer to the YConnect page for the current link to related documents listed below.

| Document ID | Document Title |
|-------------|------------------------|
| SGA-002-POL | YMCA WA Privacy Policy |
| PC-003-POL | Grievance Policy |

6.0 STEPS

The service protects the personal information of individuals through the commitment to the Privacy Act.

1. The service and educators will not collect personal and sensitive information unless the individual has consented, or there is a legal requirement to do so or in other special circumstances that have a bearing on the well-being of the child.
2. Every reasonable step will be taken to ensure personal information collected, used or disclosed is accurate, complete and current.
3. Every reasonable step will be taken to ensure that personal information held within the family day care service is protected from misuse, loss, and from unauthorised access, modification or disclosure.
4. All personal information requested through Freedom of Information (FOI) will be managed by the YMCA WA.
5. Personal information would not usually be transferred overseas and then only if it meets the requirements of the Australian Privacy Principles.
6. No service staff or educator may give information or evidence on matters relating to children and/or their families to anyone other than the parent/guardian, when that information has been obtained in the course of employment at the YMCA Family Day Care Service.
7. Exceptions may apply regarding information about children when subpoenaed to appear before a court of law. Notwithstanding these requirements, confidential information may be exchanged in the normal course of work with other service staff, when this is reasonably needed for the proper operation of the service and the well-being of users and staff.
8. The service will collect personal information directly from you when you:
 - complete an application/registration form
 - complete an enrolment form
 - complete one of our products or services
 - deal with us over the telephone or in person
 - send us a letter or email
 - visit our website.
9. Service staff and educators may for the purpose of security, training or information or transaction verification listen to and or record telephone calls.
10. The service and educators will take all reasonable steps to protect your personal information from misuse and loss
11. If the service or the educator no longer needs your information for any purpose, we will destroy or de-identify it, subject to any obligations for us to retain information as required by law.

12. YMCA WA protects the security of your personal information when transmitted over the Internet. However no data transmission over the Internet can be guaranteed as fully secure and accordingly, we cannot guarantee or warrant the security of any information you send to us using our on-line forms or products. Information submitted over the Internet is done so at your own risk.
13. The service staff and educators take all reasonable precautions to ensure the personal information we collect is complete, accurate and up to date. However, the accuracy of personal information depends largely on the information you provide to us.
14. Individuals have the right to access their personal information, subject to some exceptions. If you would like to access your personal information, or request the information be corrected or amended, please contact the service staff.
15. If an individual has a complaint or identifies a breach of Privacy please refer to the grievance policy.

7.0 FEEDBACK

Feedback on this procedure must be directed to the Document Owner outlined in the cover of this procedure.

The Document Owner is responsible for maintaining the currency of this document.

8.0 DEFINITION OF TERMS

| Term | Definition |
|------|------------|
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