

Background

PCYC NSW (PCYC) provides activities through community-based clubs that promote the welfare and development of children and young people. They also, through a partnership with NSW Police, deliver programs that prevent and reduce juvenile crime.

PCYC collects information from its employees, volunteers, donors, club members, PCYC Institute students, licensees and contractors for the following purposes:

- To assist it in delivering activities, services and programs.
- To ensure it complies with its legal obligations.

Purpose

PCYC values and respects the privacy of the people that we deal with. PCYC is committed to protecting your privacy and complying with the *Privacy Act 1988 (Cth)* (Privacy Act) and other applicable privacy laws and regulations.

This Privacy Policy describes how we collect, hold, use and disclose your personal information and how we maintain the quality and security of your personal information.

For more information on the Act and the Australian Privacy Principles, please refer to the Office of the Australian Information Commissioner.

<https://www.oaic.gov.au/>

Scope

This Policy covers:

- Collection of information and type of information collected.
- Use and disclosure of information.
- Legal compliance.
- Online activity.
- Storage and security of personal information.
- Club security surveillance.
- Access and correction of information.

- Complaints.

Responsibility

All employees, volunteer and contractors are responsible for ensuring the privacy and confidentiality of personal and sensitive information provided from clients, job applicants, staff, volunteers, donors, contractors and others that meet us.

Definitions

Personal information – Information or an opinion that could identify an individual.

Sensitive Information – Personal information that includes information or opinion about an individual's racial or ethnic origin, political opinion, religious belief, sexual orientation, criminal record, health information or trade union memberships.

Policy

1. Collection of information and type of information collected.

The personal information we collect about you depends on the nature of your dealings with PCYC or what you choose to share with us.

PCYC collects personal information through a variety of sources including:

- Club membership forms
- Activity or program enrolment and consent forms
- Accident and incident processes and forms
- Recruitment processes and forms
- Donation information forms
- Third parties such as telemarketers or mailing houses engaged by PCYC to promote its activities.
- Licenses or service contracts
- Part of its communications and donor programs
- Use of PCYC websites
- PCYC Institute application form

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We may also collect your personal information from third parties or through publicly and commercially available sources.

Examples of personal information we collect may include:

- An individual's name, signature, address, phone number, date of birth.
- Sensitive information.
- Employee record information.
- Credit information
- Photographs,
- Internet protocol (IP addresses).
- CCTV images.
- Location information from a mobile device.

Sensitive Information

Under certain circumstances, PCYC may need to collect sensitive information about you. If we collect your sensitive information, we will do so only with your consent.

Examples of sensitive information we collect may include:

- Racial or ethnic origin.
- Political opinions or associations.
- Religious or philosophical beliefs.
- Sexual orientation or practices.
- Criminal record.
- Health or genetic information. i.e. medical conditions and dietary needs.
- Government identifiers

Anonymity

You do not have to provide us with your personal information. Where possible, we will give you the option to interact with us anonymously or by using a pseudonym. However, if you choose to deal with us in this way or choose not to provide us with your personal information, we may not be able to provide you with our services or otherwise interact with you.

2. Use and disclosure of information.

PCYC uses the information collected for the purposes outlined at the beginning of this policy and those functions

or activities closely related to those purposes. The functions or activities are:

- Administration of membership systems.
- Tailoring of services and activities to members user or donor interests and background.
- Assistance to medical or emergency service providers to deliver care in an incident or emergency.
- Communications to members, users and donors about PCYC or promoting PCYC activities or initiatives.
- Surveys and analysis to better target future PCYC activities and to better promote opportunities to support PCYC activities.
- Assessment of suitability of potential employees and volunteers for work with children and young people, including transfer of information provided to NSW Police and The Office of the Children's Guardian as part of that process.
- To assess, investigate and process accidents and incidents and to assist with insurance claims.
- To comply with obligations under law, such as those relating to Child Protection and Vocational Training.
- Reporting to regulatory authorities and funding bodies for PCYC Institute activities.

All information collected by PCYC will only be used for the purposes set out in the policy unless:

- PCYC is required by law to disclose the information.
- PCYC is authorised under the Privacy Act or Health Privacy Act to use the information for another purpose.
- A person consents in writing to PCYC using information about them for another purpose not specified in this policy.
- PCYC may provide members or supporters contact information to external partner organisations such as direct marketing or telemarketers involved in managing communications and promotions on behalf of PCYC or in providing goods or services PCYC

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believes will be of benefit or interest to its members and supporter.

PCYC will only deal with such organisations if they have a Privacy Policy based on the National Privacy Principles and have formally committed not to use the information provided by PCYC for any other purpose than that approved by PCYC. Members will have an opportunity to opt-out of receiving these communications at any time.

PCYC will not sell its information to an outside organisation.

PCYC may collect information from unsuccessful applicants or volunteer work. This information may be retained for future recruitment purposes but normally such information is destroyed. Information collected from individuals appointed as employees or volunteers is retained as part of PCYC's employee or volunteer record.

3. Legal compliance

PCYC is aware of and complies with:

- The National Privacy Principles embodied in the *Privacy Act 1988 (Cth)*.
- The *Health Records Information and Privacy Act 2002 NSW* relating to PCYC's collection of Health Information.
- The *Spam Act 2003* where information is collected for the purposes of informing community members of opportunities to support its work.
- PCYC will also act in a way consistent with the Australian Direct Marketing Association (ADMA) Code of Ethics in terms of its communication and promotion of PCYC activities and initiatives to donors.

Police Officers who also work within PCYC may collect information concerning individuals in their roles as Police Officers and not on behalf of PCYC. In these circumstances the Privacy Policy of the NSW Police will apply.

4. Online activity

Cookies

PCYC websites use cookies. A cookie is a small file of letters and numbers the website puts on our device if you allow it. These cookies recognise when your device has visited our website(s) before, so we can distinguish you from other users of the website. This improves your experience and PCYC's websites.

We do not use cookies to identify you, just to improve your experience on our website(s). If you do not wish to use the cookies, you can amend your settings on your internet browser so it will not automatically download cookies. However, if you remove or block cookies on your computer, please be aware that your browser experience and our website's functionality may be affected.

Direct marketing

We may send you direct marketing communications and information about our services, activities, opportunities or events that we consider may be of interest to you if you have requested or consented to receive such communications. These communications may be sent in various forms including:

- Mail
- SMS
- Email

The communications will be in accordance with applicable marketing laws such as the *Australian Spam Act 2003 (Cth)*. You consent to us sending you those direct marketing communications by any of those methods. If you indicate a preference for a method of communication, we will endeavour to use that method whenever practicable to do so.

You may opt-out of receiving marketing communications from us by either following the unsubscribe information set out in the relevant communication or contacting us directly.

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5. Storage and security of personal information

PCYC stores personal information in a variety of formats including on databases, in hard copy files and in personal devices including laptop computers, mobile phones, cameras and other recording devices.

The security of your personal information is of importance to us, and we take all reasonable steps to protect the personal information we hold about you from misuse, loss, unauthorised access, modification or disclosure.

These steps include:

- Restricting access to information on our databases on a need to know basis with different levels of security being allocated to employees based on their roles/responsibilities and security profiles.
- Ensuring all employees are aware that they are not to reveal or share personal passwords.
- Ensuring when sensitive or health information is stored in hard copy files that these files are stored in lockable filing cabinets. Access to these records is restricted to staff on a need to know basis.
- Implementing physical security measures around buildings and grounds to prevent break ins.
- Implementing ICT security systems, policies and procedures, designed to protect personal information storage on our computer networks.
- Implementing human resource policies and procedures such as email and internet usage, confidentiality and document security policies designed to ensure employees follow correct protocols when handling personal information.
- Undertaking due diligence with respect to third party service providers who may have access to personal information, including cloud service providers, to ensure as far as practicable that they are compliant with the Australian Privacy Principles or similar Privacy regimes.
- Requiring third party service providers to sign confidentiality and privacy undertakings where practicable.

Our website may contain links to other websites. We do not share your personal information with those websites, and we are not responsible for their privacy practices.

We will not keep your personal information for longer than we need to. In most cases, this means that we will only retain your personal information for the duration of your relationship with us unless we are required to retain your personal information to comply with applicable laws, for example record keeping obligations.

6. Club security surveillance.

PCYC may establish a security surveillance system to assist us to monitor and protect the safety of our members. Recordings collected via such systems is only retained and used where there is an incident or accident that requires use of that information. The use of such systems will be clearly promoted where installed.

7. Access and correction of personal information

PCYC will endeavour to keep your personal information accurate, complete and up to date.

Members will be prompted to update any outdated information at the time of their annual membership renewal. PCYC will ensure that the information collected is provided by the person involved or a parent or guardian when necessary.

If you wish to make a request to access and/or correct your information we hold about you, you should make a request in writing to us, and we will usually respond within 14 days.

Access to the information will be via the office at which the information is held. There will be no charge to a person accessing or correcting their information.

Access to personal information about persons under 18 years old will be permitted only for those individuals with legal responsibility for the young person and where there are no perceived risk to the young person in providing that information.

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8. Complaints

If you wish to make a complaint about how PCYC handles, processes or manages your personal information, you may do so by providing your written complaint by email, letter or personal delivery to the contact details noted below. You may also make a complaint by phoning or face to face.

We will respond to your complaint within a reasonable time (usually no longer than 30 days), and we may seek further information from you to provide a full and complete response.

How to contact us

- Emailing: stateoffice@pcycnsw.org.au
- Calling: (02) 9625 9111
- Writing to our CEO at:
PO Box 555
Sydney Markets NSW 2129

Your complaint may also be taken to the Office of the Australian Information Commissioner. Details can be located at their website <https://www.oaic.gov.au/>

References/Citations

- *Privacy Act 1988 (Cth)*
- *Privacy Amendment (Notifiable Data Breaches) Act 2017 (Cth)*
- *Privacy Amendment (Enhancing Privacy Protection) Act 2012 (Cth)*
- *Freedom of Information Act 1982 (Cth)*
- *Information Privacy Act 2014 (ACT)*
- *Health Records (Privacy and Access) Act 1997 (ACT)*
- *Children (Education and Care Services National Law Application) Act 2010 (NSW)*
- *Disability Inclusion Act 2014 (NSW)*
- *Privacy and Personal Information Protection Act 1998 (NSW)*

- *Health Records and Information Privacy Act 2002 No (NSW)*
- *National Vocational Education and Training Regulator Act 2011 (Cth)*
- *Standards for Registered Training Organisations (RTOs) 2015*

Approval

Document Number	POL-036
Document Owner	Head of Audit, Risk & Compliance
Business Unit	Office of CEO
Primary Author	David Parrish
Version Number	2.0
Approved By	Crag Becroft (Interim CEO)
Approval Date	October 2023
Effective Date	October 2023
Review Date	October 2024
Name & Signature of Approver	

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