Website Privacy Statement & Policy

Yerrabi Yurwang Child & Family Aboriginal Corporation and its affiliates **Yerrabi Health** and **Yerrabi Housing** (all referred to as Yerrabi) is committed to providing quality services and programs to you and this policy outlines our obligations to you in respect of how we manage your Personal Information. We have adopted the Australian Privacy Principles (APPs) contained in the Privacy Act 1988 (Cth) (the Privacy Act). This governs the way in which we collect, use, disclose, store, secure and dispose of your Personal Information.

A copy of the Australian Privacy Principles can be obtained from The Office of the Australian Information Commissioner website at https://www.oaic.gov.au/.

What is Personal Information and why do we collect it?

Personal Information is information or an opinion that identifies an individual. Examples of Personal Information we collect includes names, addresses, email addresses, and phone/facsimile numbers.

This Personal Information is obtained in many ways including: information relating to your health records, registering feedback and complaints, surveys, interviews, correspondence, by phone and facsimile, by email, via our website.

We also collect your Personal Information for the purpose of providing you, program information of our services provided and upcoming events.

When we collect Personal Information, we will, where appropriate and where possible, explain to you why we are collecting the information and how we plan to use it.

Sensitive Information

Yerrabi does not collect sensitive information based on political opinions, membership of a political association, religious or philosophical beliefs, trade union memberships, other professional body/ies; or criminal records.

Personal information will be used by Yerrabi only:

- For the primary purpose for which it was obtained, i.e. collecting and maintaining sensitive health information relating to your health care to make clinical decisions, providing feedback or registering a complaint
- For a secondary purpose that is directly related to the primary purpose.

Third Parties

Where reasonable and practicable to do so, we will collect your Personal Information only from you. However, in some circumstances we may be provided with information by third parties. In such a case we will take reasonable steps to ensure that you are made aware of personal information provided to us by the third party.

Disclosure of Personal Information

Your Personal Information may be disclosed in the following circumstances:

- Where required, and/or authorised by law.

Security of Personal Information

Your Personal Information is stored in a manner that reasonably protects it from misuse and loss and from unauthorised access, modification or disclosure. When your Personal Information is no longer needed for the purpose for which it was obtained, we will take reasonable steps to destroy or permanently de-identify your Personal Information. However, most of the Personal Information is or will be stored in client files which will be kept by us for a minimum of 7 years.

Access to your Personal Information

You may access the Personal Information we hold about you and to update and/or correct it, subject to certain exceptions. If you wish to access your Personal Information, please contact us via email at admin@yerrabi.org.au.

Yerrabi will not charge a fee for you to access a copy of your Personal Information provided. To protect your Personal Information, we may require identification from you before releasing the requested information.

Maintaining the Quality of your Personal Information

It is important to us that your Personal Information is up to date. We will take reasonable steps to make sure that your Personal Information is accurate, complete and up to date.

If you find that the information we have is not up to date or is inaccurate, please advise us via email at admin@yerrabi.org.au as soon as practicable so we can update our records and ensure we can continue to provide quality services to you.

Statement & Policy Updates

This Statement and Policy may change from time to time and is available on our website.

Statement & Policy Enquiries

For any queries about our Website Statement and Privacy Policy, please contact us during business hours via email or phone at:

Email: admin@yerrabi.org.au

Phone: 0400 123 258