



PRIVACY POLICY

21 MAY 2025

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PRIVACY POLICY

APPLICATION

This Privacy Policy applies to individuals whose personal information is collected by Youth Insearch Foundation (Youth Insearch), including but not limited to:

- Visitors to our website and other online platforms.
- Customers, clients, and users of our products and services.
- Individuals who engage with us through social media or other communication channels.

This Policy also applies to our employees, agents, and contractors when acting on behalf of Youth Insearch in relation to personal data. The Policy outlines how we manage personal information collected from individuals and applies to all personal data processed by Youth Insearch while providing services or conducting business operations.

PURPOSE

Youth Insearch values and respects the privacy of the people we deal with. We are committed to protecting your privacy and complying with the Privacy Act 1988 (Cth) (Privacy Act) and other applicable privacy laws and regulations, including the Australian Privacy Principles (APPs).

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

DEFINITIONS

Under this policy, the following definitions apply.

Term	Definition
Personal information	Personal Information is any information or opinion about an individual that can identify them, either directly or indirectly. This includes Personal Identifiable Information (PII), which specifically refers to data used to identify a person.
Sensitive information	Sensitive Information is a type of personal information that requires extra protection under the Privacy Act, with stricter collection and use rules.
Health information	Health Information is a type of Sensitive Information about an individual's physical or mental health, treatments, or medical history. When it relates to healthcare and treatment, it is considered Protected Health Information (PHI). This information requires stronger privacy protections and generally needs explicit consent for collection and use.

COLLECTION OF PERSONAL INFORMATION

What personal information do we collect?

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

The personal information we collect about you may include but not be limited to:

- Name
- Mailing or street address
- Date of birth
- Email address
- Phone number
- Demographic details (e.g., gender, age range)
- Occupation or employment details
- Emergency contact details
- Transaction or donation history (e.g., donation amounts, frequency)
- Details related to your interaction with our services (e.g., event and program attendance)
- Social media handles (if engaging with us on social platforms)

Under certain circumstances, Youth Insearch may need to collect sensitive information about you. This might include information or opinions about your:

- Racial or ethnic origin
- Political opinions
- Political association
- Religious or philosophical beliefs
- Membership of a trade union or other professional body
- Sexual preferences or practices
- Criminal record
- Health information

If we collect your sensitive information, we will do so only with your consent, if it is necessary to prevent a serious and imminent threat to life or health, or as otherwise required or authorised by law, and we take appropriate measures to protect the security of this information.

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 services or otherwise interact with you.

How do we collect your personal information?

We only collect information that is necessary for the performance and primary functioning of Youth Insearch. We collect personal information only by lawful and fair means and not in an unreasonably intrusive way.

We collect your personal information directly from you when you:

- Interact with us over the phone.
- Interact with us in person.
- Interact with us online.
- Participate in surveys or questionnaires.
- Attend a Youth Insearch event.
- Subscribe to our mailing list.
- Apply for a position with us as an employee, contractor, or volunteer.
- Donate to Youth Insearch.
- Refer a young person or individual to our services.
- Request information about our programs or services.
- Engage with us through social media platforms (e.g., liking, commenting, sharing).
- Register for or participate in workshops, training, or other educational programs.
- Sign up for a newsletter or other regular communications from Youth Insearch.
- Access or use our website or mobile app, including providing information via forms or contact us pages.
- Provide feedback or reviews on our services or programs.
- Engage in any other activities where we collect personal information to provide services or communicate with you.

Collecting personal information from third parties

We may also collect your personal information from third parties or through publicly available sources, for example from:

- Our service providers (e.g., IT providers, cloud service providers, professional services advisors, HR consultants, marketing platforms).
- Referrals from other organisations or individuals (e.g., referrers for social services).
- Publicly available databases (e.g., professional directories, public records).
- Funders or partners (e.g., related to service delivery or compliance reporting).

We collect your personal information from these third parties to ensure that we can provide you with relevant services or support, verify information related to your engagement with us (such as eligibility for programs, donations, or services), comply with legal or contractual obligations, and effectively manage and evaluate our services, including reporting to our funders and partners.

Automated collection of information

The Youth Insearch website uses cookies. A cookie is a small file of letters and numbers the website puts on your 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 the Youth Insearch website(s). 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 the 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 browsing experience and our website's functionality may be affected.

USE OF PERSONAL INFORMATION

How do we use your personal information?

We use personal information for many purposes in connection with our functions and activities, including the following purposes:

- Provide you with information or services that you request from us
- Deliver a more personalised experience and service offering
- Improve the quality of the services we offer and tailor them to your needs
- Internal administration, such as maintaining records and managing operations
- Reporting to funders, where required, to meet our obligations to funders and other stakeholders and to demonstrate the impact of our services
- Engage with our supporters, volunteers, and donors, to send them updates about our activities, fundraising initiatives, and events
- Marketing and research purposes, to help us understand how we can better serve you and our community
- Comply with legal and regulatory requirements, including but not limited to data protection and reporting obligations

Direct marketing

We may send you direct marketing communications and information about our services, opportunities, fundraising campaigns, appeals, 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, and email, 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 practical to do so.

You may opt-out of receiving marketing communications from us at any time by following the instructions to "unsubscribe" set out in the relevant communication or contacting us using the details set out in the "How to contact us" section below. In addition, we may also use your personal information or disclose your personal information to third parties for the purposes of advertising, including online behavioural advertising, website personalisation, and to provide targeted or retargeted advertising content to you (including through third party websites).

SHARING AND TRANSFER OF PERSONAL INFORMATION

Disclosure of personal information to third parties

We may disclose your personal information to third parties in accordance with this Policy in circumstances where you would reasonably expect us to disclose your information. For example, we may disclose your personal information to:

- **IT service providers and cloud service providers** for the purpose of managing and securing our internal systems, databases, and services that support the delivery of programs and services to you.
- **Third-party platforms or partners** integrated with our systems, to manage client data and facilitate service delivery through integrated platforms.
- **Marketing and communications service providers**, to send you newsletters, updates, and other communications related to our services, events, and activities.
- **Software and web development providers**, to support the maintenance and improvement of our website, digital platforms, and integrated systems that help us deliver services.
- **Professional services advisors** (including legal, financial, and auditing professionals), to comply with legal and regulatory obligations, as well as to ensure the proper functioning and governance of our organisation.

We disclose personal information to these third parties only to the extent necessary for them to perform the services or tasks we have engaged them for and in accordance with applicable privacy laws.

Transfer of personal information overseas

Some of the third-party service providers we disclose personal information to may be based in or have servers located outside of Australia, including in the Asia-Pacific region and the United States of America. Where we disclose your personal information to third parties overseas, we will take reasonable steps to ensure that data security and appropriate privacy practices are maintained. We will only disclose to overseas third parties if:

- You have given us your consent to disclose personal information to the third party; or
- We reasonably believe that:
 - The overseas recipient is subject to a law or binding scheme that is, overall, substantially similar to the APPs; and
 - The law or binding scheme can be enforced; or
 - The disclosure is required or authorised by an Australian law, court order, or tribunal order.

PROTECTION AND RETENTION OF PERSONAL INFORMATION

How do we protect your personal information?

Youth Insearch will take reasonable steps to ensure that the personal information we hold about you is kept confidential and secure, including by:

- **Implementing robust physical security measures** for our premises, including restricted access to sensitive areas and secure storage of physical records.
- **Restricting access to personal information** within our systems, ensuring that only personnel who require the information to effectively provide services to you can access it, using role-based permissions in our software platforms.
- **Utilising technological measures** such as anti-virus software, firewalls, and encryption to protect personal data in our digital systems, including data stored and transmitted through our software platforms.
- **Regularly conducting security audits** and vulnerability assessments to evaluate and improve our systems and processes for protecting personal data, ensuring compliance with internal policies and external regulations.
- **Monitoring the use of software integrations**, ensuring that any personal information shared between platforms is securely handled and used in accordance with our privacy policies, and that all email communications are compliant with applicable privacy and data protection laws.
- **Providing ongoing staff training** on data protection, cyber security, privacy laws, and internal security policies.
- **Regularly updating security protocols** to ensure compliance with best practices and to mitigate potential risks to personal information.

Retention of personal information

We are committed to protecting your privacy and will not retain your personal information for longer than necessary. In most cases, we will only keep your personal information for the duration of your relationship with us. However, there are instances where we are required to retain your information to comply with legal or regulatory obligations, such as record-keeping requirements.

Destruction and de-identification of personal information

We will destroy personal information once it is not required to be kept for the purpose for which it was collected, including from decommissioned laptops and mobile phones. We will change information to a pseudonym or treat it anonymously if required by the person whose information we hold.

ONLINE ACTIVITY

Website analytics

Our website uses Google Analytics and Adobe Analytics to help us better understand visitor traffic, so we can improve our services. Although this data is mostly anonymous, it is possible that under certain circumstances, we may connect it to you.

Links to third-party sites

Youth Insearch website(s) may contain links to websites operated by third parties. If you access a third-party website through our website(s), personal information may be collected by that third party website. We make no representations or warranties in relation to the privacy practices of any third-party provider or website, and we are not responsible for the privacy policies or the content of any third-party provider or website. Third party providers and websites are responsible for informing you about their own privacy practices and we encourage you to read their privacy policies.

ACCESS AND CORRECTION OF PERSONAL INFORMATION

How to access and correct your personal information

Youth Insearch is committed to maintaining your personal information accurate, complete, up to date and relevant to the functions we perform. You have the right to request access to your personal information held by us under the *Privacy Act 1988*. If you wish to request access to or correct of your personal information, you can contact us, and we will usually respond within 30 days in accordance with our obligations under the *Australian Privacy Act 1988*. We will process your request following the procedure outlined below.

1. Submit your request

- Contact us via email, web, phone, or post.
- Provide sufficient details about the personal information you wish to access or correct, including any relevant dates, references, or identifiers.

2. Acknowledgment of request

We will acknowledge receipt of your request within 5 business days of receiving it.

3. Assessment of request

We will assess your request and may seek further clarification if the details provided are insufficient to locate or identify the relevant personal information.

4. Response to request

Within 30 days, we will provide you with a response. This may include:

- Granting access to the requested information.
- Correcting any inaccurate or incomplete information.
- Explaining why we are unable to fulfill the request if it is not possible under applicable laws (e.g., if access would breach another individual's privacy).

5. Resolution and follow-up

If your request requires further action or cannot be resolved to your satisfaction, we will provide guidance on alternative options, such as lodging a complaint with the Office of the Australian Information Commissioner.

INQUIRIES AND COMPLAINTS

For complaints about how Youth Insearch handle, processes, or manages your personal information, please contact our Privacy Officer. Note we may require proof of your identity and full details of your request before we can process your complaint.

Please allow up to 30 days for Youth Insearch to respond to your complaint. It will not always be possible to resolve a complaint to everyone's satisfaction. If you are not satisfied with our response to a complaint, you have the right to contact the Office of Australian Information Commissioner (at www.oaic.gov.au/) to lodge a complaint.

How to contact us

If you have a question or concern in relation to our handling of your personal information or this policy, you can contact our Privacy Officer for assistance as follows.

Email	privacy@youthinsearch.org.au
Web	https://youthinsearch.org.au/contact
Phone	02 8855 9700
Post	Youth Insearch Foundation Attention: Privacy Officer PO Box 422 Blacktown NSW 2420

POLICY GOVERNANCE

Policy enforcement

All individuals covered by this policy are expected to always comply with its terms. Where a person is reasonably suspected to be in breach of or having breached this policy, the person will be given an opportunity to explain their actions. Breaches of this policy will be taken very seriously and may result in disciplinary action being taken; up to and including termination of employment, volunteer engagement, access to services, or other remedial actions.

Handling exemptions

In certain circumstances, exemptions to this policy may be applied where required by law or other applicable regulations. Any such exemptions will align with the organisation's commitment to transparency, legal obligations, and ethical standards. Decisions regarding exemptions will be documented, and the application of exemptions will be reviewed periodically to ensure compliance with privacy principles.

Review of policy

Youth Insearch may unilaterally introduce, vary, remove, or replace this policy at any time. The Policy document must be reviewed on an annual basis and updated if required, to ensure standards remain current and continue to meet the requirements of Youth Insearch. In addition to the annual review cycle, the Policy must be able to evolve to meet changing internal and external requirements, which may include:

- changes to Youth Insearch Foundation business environment;
- changes to tolerance to risk or risk appetite;
- changes to legal and regulatory requirements;
- changes to contractual requirements; and
- changes to adapt to emerging risks and threats.

Policy users are encouraged to periodically review this policy to remain informed about how we manage personal information.

Related documents

For further details, please refer to the following related documents.

Ref	Title
1	Media Consent Policy
2	Governance Policy

Endorsement and approval

Unless otherwise noted, this policy is effective from the date of approval. This policy has been approved and endorsed by:

Document details	
Name of document	Privacy Policy
Version	1.0
Author	Youth Insearch Foundation
Reviewed By	General Manager, Finance & Corporate Services
Approved By	Chief Executive Officer
Date of Approval	21 May 2025
Date of Effect	21 May 2025
Assigned Review Period	12 months
Date of Next Review	21 May 2026

This policy is due for review by the date shown above, after which it may become invalid. Policy users must ensure that they consult the current valid version of the document.

Document change log

This document change log serves as a chronological record documenting any revisions, updates, or modifications made to this Policy, including details such as the date of change, the nature of the modification, and the individuals responsible for the alterations.

Version	Change Description	Date	Reviewed By	Approved By
1.0	Release	21/05/2025	General Manager, Finance & Corporate Services	Chief Executive Officer