

## 1 PURPOSE / BACKGROUND

SYC Limited ACN 167 737 144 (SYC, we, our and us) and its related entities provides a large range of services that require the collection of personal information from clients, suppliers, potential employees, employees, volunteers and other stakeholders.

SYC is committed to protecting the privacy of individuals who come into contact with the organisation and to maintaining robust physical, electronic and procedural safeguards to protect the confidentiality of personal and sensitive information in our care.

This Policy describes the processes used by SYC in the collection, usage, storage, disclosure, access and correction of personal information and how individuals may impact the personal or sensitive information held by SYC about them.

By providing your personal information to SYC, or otherwise engaging or interacting with SYC's services, you acknowledge we will handle your personal information in accordance with this policy. In some cases, another policy we make you aware of, may apply instead of, or in addition to, this policy.

## 2 POLICY STATEMENT AND DETAIL

### 2.1 Personal information

- 2.1.1 Personal information is defined as "information or an opinion, about a person whose identity is clear, or who can be reasonably identified, whether the information is true or not".
- 2.1.2 Personal Information includes, for example, your name, address, telephone number, email address, employment details and date of birth.
- 2.1.3 The types of personal information that SYC collects from you will depend on the circumstances of collection and on the type of service you request from us.
- 2.1.4 This Privacy Policy does not apply to SYC employee records, which are generally exempt from the legislation.
- 2.1.5 Typically, SYC collects your personal information for the following purposes:
  - a. To assist you in accessing the services SYC offers,
  - b. To assist you to obtain training and employment opportunities,
  - c. To assist you in accordance with SYC's Purpose,
  - d. To raise funds to further SYC's Purpose,
  - e. In the recruitment of employees and volunteers.

### 2.2 Collecting Personal Information

- 2.2.1 SYC will:
  - a. Only collect personal or sensitive information from you with your consent or as otherwise permitted or required by law,
  - b. Tell you why your personal information was collected,
  - c. Tell you to whom or which persons or organisations your personal information may be disclosed,

- d. Only collect personal information which is necessary for one or more of SYC's activities or functions,
- e. Collect personal information directly from you, as far as this is practical,
- f. Only collect personal information by fair and lawful means and not in an unreasonably intrusive manner. If SYC collects personal information from a young person or minor, it may be fair to involve their parent or guardian.

2.2.2 When SYC collects personal information about you, we will take reasonable steps to ensure that you are aware of:

- a. Who SYC is and how to contact us,
- b. Your rights to access your personal information held by SYC,
- c. Any law that requires SYC to collect your personal information,
- d. The consequences (if any) if you do not provide all or part of the information requested.

2.2.3 SYC may collect personal information about you when you talk with us over the telephone, when you send us a letter, fax or email, when you visit our web sites or when you have contact with us in person.

2.2.4 SYC may collect personal information about you from other sources, such as Government agencies, funding bodies, private service providers or employers.

2.2.5 When SYC obtains information from a third party, we will inform you or we may reasonably expect that you know that we have been given this information (for example, a person using our employment services will be told, or can be reasonably expected to know, that we have already received some information about them from Centrelink).

2.2.6 Where SYC receives unsolicited personal information about you, we will check whether that information is reasonably necessary for our functions or activities. If it is, we will handle this information the same way we do with other information we seek from you. If not, we will ensure we destroy or de-identify it.

## 2.3 Use and Disclosure

2.3.1 Generally, SYC will use your information solely for the purpose for which it was collected, and where permitted by law may also use your information for other secondary purposes. For example, you may provide information when joining one of SYC's programs. At a later date, you may join a different program or be referred on to a different provider who may better meet your needs. In either case, your information may be shared between related SYC Divisions where this is necessary to provide services to you or to measure and improve the quality of our services.

2.3.2 Typically, SYC uses and discloses your personal information:

- a. To third parties such as employers, recruitment agencies, training and education providers, Government departments and agencies, or accommodation, personal counselling or welfare service providers in order to provide related services,
- b. In some circumstances to provide you with information about our ongoing services and activities, and our charitable endeavours and goals.

2.3.3 In some circumstances SYC may also use or disclose your personal information for another purpose, where:

- a. Disclosure is consistent with Information Sharing Guidelines,
- b. Where SYC is otherwise permitted or required by law.

2.3.4 SYC may also use or disclose your personal information SYC reasonably believes that the use or disclosure is necessary to lessen or prevent either:

- a. A serious and imminent threat to an individual's life, health, safety or welfare,
- b. A serious threat to public health, public safety or public welfare.

2.3.5 SYC may be required to disclose information by law or for various legal purposes. For example, to fulfil SYC's legal or contractual obligations to government we may be required to provide information to government agencies. Data is transmitted to these agencies under secure conditions.

## 2.4 Data Quality

2.4.1 SYC will take reasonable steps to ensure that the personal information it collects, uses or discloses is accurate, complete and up to date.

## 2.5 Data Security

2.5.1 All personal information is held under secure conditions with access restricted to those employees who need it to carry out their work under SYC's programs.

2.5.2 SYC will take reasonable steps to destroy, permanently de-identify or securely archive personal information if it is no longer needed for any purpose. Such personal information cannot be destroyed if it is not allowed under funding body and/or Government regulation.

## 2.6 Openness

2.6.1 SYC will make this Policy available to anyone who asks for it. Access may be given via any of SYC's websites or by providing the Policy in hard copy format.

2.6.2 On request, in writing to SYC's Privacy Officer, SYC will take reasonable steps to let the person know, generally, what sort of personal information it holds about them, for what purposes, and how it collects, holds, uses and discloses that information.

## 2.7 Access and correction

2.7.1 You have a right to:

- a. Ask for access to personal information we hold about you,
- b. Ask that we correct or update personal information we hold about you.

2.7.2 If you ask, we must give you access to your personal information, except in limited circumstances where we are required or permitted by law to deny access. We will notify you in writing and explain our reasons if we refuse or restrict access to your personal information.

2.7.3 SYC reserves the right to take reasonable steps to ensure that the person seeking access is in fact the individual to whom the data relates; or is otherwise entitled to access the data.

2.7.4 SYC will take reasonable steps to ensure that your personal information is accurate, complete, and up-to-date whenever we collect or use it. If the personal information we hold about you is inaccurate, incomplete or out-of-date, please contact SYC and we will take reasonable steps to either correct this information, or if necessary, discuss alternative action with you.

2.7.5 You may ask to access your personal information by receiving a copy in an email or by post, by being given information over the phone or by inspecting the information in person. If SYC can't

give you access to your personal information in the way you requested, they we will try to give you access in a way that meets the needs of both you and SYC.

- 2.7.6 All requests to access your personal information must be made in writing and addressed to [Privacy@sync.net.au](mailto:Privacy@sync.net.au). Requests should include:
- a. Your name and contact details,
  - b. The personal information you want to access,
  - c. How you'd like access to the personal information (such as receiving a copy by email or post, or if you just want to look at the information),
  - d. If you authorise a person or organisation to access the personal information on your behalf.
- 2.7.7 SYC will respond to a request for access to personal information within 30 days.
- 2.7.8 SYC may charge for providing you access to your personal information. The charges will not be excessive, and we will explain the reason for any charges in advance. The charge may include the cost of:
- a. Staff searching for, locating and retrieving the requested information, and deciding which personal information is relevant to the request,
  - b. Staff reproducing and sending the personal information,
  - c. The postage or materials involved in giving access,
  - d. Using an intermediary, if necessary.
- 2.7.9 The scope of any request must be limited to personal information collected by SYC. For example SYC will not provide personal information collected by Centrelink, even though Centrelink may assist in the delivery of an SYC service.

## 2.8 Unique identifiers

- 2.8.1 In some circumstances SYC may be obliged to collect and use unique identifiers issued by government agencies for example your Job Seeker ID or Driver's License number.
- 2.8.2 SYC will not use or disclose such identifiers unless the use or disclosure is reasonably necessary for SYC to fulfil its obligations to a government agency or as otherwise permitted or required by law.

## 2.9 Anonymity

- 2.9.1 Wherever it is lawful and practicable, clients and customers of SYC will have the option of not identifying themselves when dealing with SYC. However, SYC may be unable to provide the services you are requesting if you do not provide us with your personal information.

## 2.10 Cross Border data flows

- 2.10.1 Personal or private information collected by SYC is generally collected and used only within Australia.

## 2.11 Sensitive information

- 2.11.1 Information on race, ethnicity, religious beliefs, health information or sexual inclination is classed as sensitive information.

2.11.2 SYC will not collect or disclose your sensitive information without your consent. We will tell you at or before the time of collecting the information that we are collecting sensitive information about you.

2.11.3 SYC will not collect sensitive information about you unless:

- a. The collection is required under law,
- b. The collection is necessary to prevent or lessen a serious and imminent threat to the life or health of you or any other individual,
- c. The information is collected in the course of the normal activities of SYC,
- d. The information relates solely to clients, suppliers, potential employees, employees, volunteers and other stakeholders in connection with the activities of SYC.

2.11.4 SYC may collect sensitive information about you if:

- a. The collection is necessary for research, or the compilation or analysis of statistics, relevant to government funded targeted welfare or educational services,
- b. The collection is of information relating to an individual's racial or ethnic origin and is collected for the purpose of providing government funded targeted welfare or educational services; There is no reasonably practicable alternative to collecting the information for that purpose; and it is impracticable for SYC to seek your consent to the collection.

## 2.12 Information Sharing Guidelines

2.12.1 SYC follows the South Australian Government Information Sharing Guidelines for promoting safety and wellbeing (ISG) and other State government Information Sharing Guidelines.

2.12.2 This means that SYC will work closely with other agencies to coordinate the best support for you and others. Under the ISG a person's informed consent for the sharing of information will be sought and respected in all situations unless:

- a. Disclosure is authorised or required by law,
- b. It is unreasonable or impractical to seek consent; or consent has been refused; and the disclosure is reasonably necessary to prevent or lessen a serious threat to the life, health or safety of a person or group of people.

## 2.13 Information collected from visitors to SYC Websites

2.13.1 Information regarding the collection of information and the privacy commitment for visitors to SYC's Internet websites is detailed in the "Terms and Conditions (of using the website)" statement available on the SYC website at "[Terms and Privacy](#)".

2.13.2 The 'Terms and Conditions (of using the website)' statement covers all the pages of the SYC website. It does not cover the landing pages of links from SYC's website.

## 2.14 Complaints

2.14.1 If you believe your privacy has been breached you should speak to your Case Manager or an SYC Manager in the first instance.

2.14.2 You may lodge a complaint, in writing, to SYC's Privacy Officer ([privacy@syc.net.au](mailto:privacy@syc.net.au)).

2.14.3 If your complaint is not resolved to your satisfaction, you may make a complaint to the Office of the Australian Information Commissioner on 1300 363 992 or [enquiries@oaic.gov.au](mailto:enquiries@oaic.gov.au).

### 3 DEFINITIONS

For purposes of this document, unless otherwise stated, the following definitions shall apply:  
Nil

### 4 ASSOCIATED DOCUMENTS / REFERENCES

In support of this procedure, the following documents apply:

[Privacy Act 1988](#) and Amendments

[Australian Privacy Principles](#) (Schedule 1 of the Privacy Act, 1988)

Information Sharing Guidelines - [Office of the Australian Information Commissioner](#)

[Office of the Guardian for Children and Young People](#)

Information Sharing Procedure

Internal Privacy Compliance Manual

Data Breach Response Policy

Data Breach Response Plan

Information Technology Incident Response Plan

### 5 APPLICABILITY, ACCOUNTABILITY, RISK ASSESSMENT AND PROPERTIES

This policy applies to all parties who provide personal information to SYC, or otherwise engage or interact with SYC's services.

This policy DOES NOT apply to SYC employee records both past and present. This policy DOES apply to the collection of personal information about prospective employees who are subsequently not employed by SYC.

It is the responsibility of SYC's management, employees, and volunteers to ensure compliance with this Policy when collecting and managing personal information. All managers will be responsible for the awareness and implementation of this policy in their area of responsibility.

All organisational policies, procedures and processes must take into consideration the effect of the defined process on the privacy of the individual and refer to this Policy.

Organisational compliance with this policy will be determined through management review and internal audit.

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