

Privacy Policy

Children and Young People with Disability Australia ('CYDA', 'we', 'us', 'our') is a not-for-profit community organisation, representing the rights and interests of children and young people with disability (aged 0-25) in Australia. We are a registered charity and our ABN is 42 140 529 273

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1. About this Privacy Policy

We value your privacy and are committed to handling your personal information openly and responsibly, in line with our obligations under the Privacy Act 1988 (Cth) (Privacy Act).

This Privacy Policy explains what you can expect when we collect and use your personal information, and how you can access or exercise your rights in relation to that information.

‘Personal information’ means any information or opinion about you that identifies you, or could reasonably identify you. This might include your name, contact details, date of birth, or information about your gender or identity.

Some personal information is considered ‘sensitive information’ under the Privacy Act. This includes details such as your racial or ethnic background, political opinions, religious or philosophical beliefs, trade union membership, sexual orientation or practices, criminal record, health information, genetic information or biometric information. Because this information can be highly sensitive, it is given extra protection under the law.

2. What personal information do we collect?

We collect different types of personal information depending on how you interact with us.

Members

This includes members who are young people with disability, parents/guardians/siblings of a child or young person with disability, and organisation memberships.

- Your name and contact details (phone number, email address and residential address)
- For children and young people with disability, your date of birth. For parents/guardians/siblings, the date of birth of your youngest child with disability
- Information about your family, caregivers and support networks that you choose to share with us
- Information about disability, medical conditions, access needs, or health experiences and supports that you choose to share with us
- Information about participation in schemes such as the National Disability Insurance Scheme (NDIS) that you choose to share with us

- Other demographic data you choose to share with us, such as gender, ethnicity, sexuality, pronouns, and cultural background

Member's immediate family and caregivers

- Their name, date of birth, and emergency contact details (phone number, email address, residential address), and relationship to member

Donors

- Your name, email address, phone number (if you opt to provide it), residential address
- The amount you donate
- Any message that you include with your donation

Employees and volunteers

- Your name, date of birth, email address, phone number, residential address and emergency contact details
- For employees, financial-related information including your salary, bank account details, taxation, salary packaging arrangements, and superannuation
- Information about your right to work in Australia
- Information about your attendance at work, including leave and health information related to leave
- National police check and working with children check information
- Health and safety information relevant to employment or continued fitness for employment
- Performance-related information, such as information about you gathered through performance reviews, performance management and disciplinary processes

- Details of financial and other personal interests for the purposes of managing actual, perceived or potential conflicts of interest
- Your training and development information
- Your access needs and reasonable adjustments
- Information about your use of work resources and IT systems
- Your image and movements that may be captured on CCTV

Prospective employees and volunteers

- Your name, date of birth, email address, phone number, residential address
- Information on your resume including employment history, qualifications, education history, professional certifications and professional memberships
- Citizenship and right to work information
- Any information provided to us through background checks such as national police and working with children checks
- Health and safety information relevant to prospective employment and fitness for employment
- Information that you provide during interviews or in your application
- Information that is provided to us by your referees

Personnel of businesses we deal with

The type of information that we collect will vary depending on the type of service that we deal with you on, but will typically include:

- Your name, title or role, email address, business address and phone number
- Information about your employer or an organisation who you represent

- Any additional personal information you provide to us, or authorise us to collect, as part of your interaction with us

People who participate in our workshops or events

- Your name and contact details (phone number, email address and residential address)
- Information about disability, medical conditions, access needs, or health experiences and supports that you choose to share with us
- Other demographic data you choose to share with us, such as gender, ethnicity, sexuality, pronouns, and cultural background
- Information you choose to share with us while participating in activities

People who complete our surveys or questionnaires

We collect the information you choose to provide to us in the survey or questionnaire. This may include your responses to questions, demographic details, and any other information you decide to share in free-text fields. People who contact us with enquiries

- Your name, title and contact details such as postal address, email address and telephone number
- Information you provide when you correspond with us

3. How do we collect your personal information?

We usually collect personal information directly from you when you interact with us. This may happen when you:

- Apply to become a member as a young person with disability or as a parent/guardian/sibling of a child or young person with disability
- Subscribe to our e-news
- Make a donation

- Provide a service to CYDA
- Work with us or apply for a job or volunteer role

We may collect information through our website, by phone, email, social media, or in person.

In some circumstances, we may also collect information:

- When you visit our office. Your image or movements may be captured on CCTV cameras in or around our building
- If you are a staff member and are required to take a drug or alcohol test under CYDA's Drug, Alcohol and Smoking Policy. In these cases, the results are shared with CYDA
- When you use our website. We may collect technical details such as your IP address, browser type, operating system, information you enter on the site, and general browsing behaviour
- From publicly available sources such as corporate websites or LinkedIn
- From information you provide through surveys or questionnaires

Sometimes, in the course of our work, CYDA may collect sensitive information. We can only collect sensitive information with your consent or where we are legally permitted to do so under privacy law.

4. How do we use and disclose your personal information?

We use and share personal information for purposes that are reasonably necessary with relevant third parties (such as service providers, government agencies, funding bodies) This may include:

- Providing support and advocacy for children and young people with disability, and disability-related matters
- Informing our submissions, reports and publications, including reports to funders

- Responding to enquiries or issues raised with us
- Processing donations and maintaining donor records
- Managing our staff, volunteers and workplace
- Meeting our legal and regulatory obligations, such as mandatory reporting requirements
- Protecting our lawful interests

We may use photos or videos for marketing and promotional purposes if you have given your consent. Identifying information is not used in published work without consent.

We may use or disclose CCTV footage to:

- Monitor the safety and security of our office
- Protect our lawful interests
- Identify, respond to and investigate safety and security incidents involving members, staff, or visitors on or near our premises

In the ordinary course of our work, we may share personal information with:

- Service providers who help us manage human resources, membership, mailing, or survey activities
- Our professional advisors, such as our accountants and lawyers
- Our IT service providers who may need access to personal information to deliver technical support
- Other parties when required or authorised by law, such as for law enforcement purposes

We take reasonable steps to make sure that any third party handling personal information on our behalf is subject to privacy and security obligations consistent with Australian privacy law.

These steps may include:

- Carrying out due diligence before engaging a service provider to assess their privacy and security practices
- Including privacy, confidentiality, and data protection clauses in our contracts
- Requiring service providers to comply with privacy laws and our internal policies
- Limiting the type of personal information shared to what is necessary for the service

Some of the services we use store personal information overseas, for example SurveyMonkey (which may store information in the United States, Canada and Ireland).

We will never input your personal information into Artificial Intelligence (AI) models.

5. Marketing

If you subscribe to our updates or publications, we may use your contact details to share information about our work, events or services that we believe may be of interest to you. We will only do this where we have your express or inferred consent.

You can opt out of receiving these communications at any time by using the unsubscribe link in our emails, or by contacting us using the details provided in Section 9 below.

6. How we store and protect your personal information

We store personal information in both digital and hard copy formats.

To help keep your information safe, we use a combination of physical, administrative, personnel and technical safeguards. These measures are designed to protect your information from misuse, interference or loss, and from unauthorised access, disclosure or changes.

We take these responsibilities seriously, but no method of storing or sending information is completely secure. If you believe there has been unauthorised access,

use or disclosure of your personal information, please contact us as soon as possible using the details in Section 9 below.

7. Your right to access your personal information

You have the right to request access to the personal information we hold about you at any time by contacting us using the details in Section 9 below.

We aim to respond to your request within 30 days of receiving it.

We will give you access unless one of the limited exceptions under the Privacy Act applies. For example, we may not be able to provide access if:

- Giving access would unreasonably impact another person's privacy
- The information relates to certain types of investigations or legal proceedings
- We are required or authorised by law to withhold it
- Providing access would pose a serious threat to someone's health or safety

If we refuse or limit access, we will explain our reasons to you in writing.

We do not charge a fee to make an access request. However, if locating and providing the information requires significant time or resources, we may charge a reasonable fee to cover administrative costs.

For example, this may apply if your information:

- Is stored in archived or backup systems
- Is very detailed or extensive
- Requires manual review or redaction of sensitive information before release
- Requires assistance from our IT providers or other external providers to extract

We will always tell you about any fee in advance, before processing your request.

8. Your right to request correction of your personal information

We take reasonable steps to ensure that the personal information we hold about you is accurate, up to date, relevant and complete.

If you believe that any of your personal information is incorrect, out of date or incomplete, you can ask us to correct it by contacting us using the details in Section 9 below.

We aim to respond to your request within 30 days of receiving it.

If we agree that a correction is needed, we'll update our records as soon as practicable and let you know once it is done.

If we do not agree that a correction is required, we will:

- Explain the reasons for our decision in writing, and
- If you ask us to, add a note to your record to show that you believe the information is inaccurate, incomplete or out of date.

9. Contacting us with questions, comments or complaints

We take the privacy of your personal information seriously.

If you have any questions or concerns about this Privacy Policy, how we handle your personal information, or our compliance with privacy laws, please contact:

Chief Executive Officer
Children and Young People with Disability Australia
PO Box 172
Clifton Hill VIC 3068
Email: info@cyda.org.au
Phone: (03) 9417 1025

Once we receive your query or complaint, we will aim to respond within a reasonable time, usually within 30 days.

If you are not satisfied with our response, you can lodge a complaint with the Office of the Australian Information Commissioner (OAIC). You can contact the OAIC by visiting www.oaic.gov.au/contact-us or by writing to:

Office of the Australian Information Commissioner
GPO Box 5288
Sydney NSW 2001

10. Updates to this Privacy Policy

We may make changes to this Privacy Policy from time to time to ensure that it is up to date and accurate, and to reflect any changes to the law or our operations. The updated version will be published on our website.