

Fact Sheet:

Privacy & Confidentiality

We take your privacy seriously

This means that Yumba-Meta Limited (YML):

- Abides by the Privacy Act 1988 and the Information Privacy Act 2009
- Only collects information that is necessary.
- Informs people what we are going to do with the personal information we have collected about them
- Considers whether we should be using personal information for a particular purpose.
- Considers whether we need to disclose personal information
- Gives people access to personal information held if required (a notice of at least 2 working days is required)
- Keeps personal information secure
- Does not keep information longer than needed or longer than is required
- Wherever possible keeps personal information accurate and up to date
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- YML staff are certain that harm will come to an individual or the public if the release is not made, this will be done in consultation with the CEO and/or Board
- Re-lease is necessary to protect public revenue or for law enforcement purposes, in which case a record of the re-lease for that purpose will be made
- The client authorises the release of information to a nominated party

Confidentiality is important

Staff shall not disclose any information about a person except when:

- The disclosure is a compulsion of law, for example, subpoena
- There is a duty of care to disclose information, for example child safety reporting
- Disclosure is made with the consent of the client or their legal guardian

All information collected by Yumba-Meta Limited is for the primary purpose of conducting our business of providing housing and support services to the most vulnerable people of the Townsville region. This applies to all Board Directors, staff, volunteers and clients of Yumba-Meta Limited.

Yumba-Meta Limited may provide non-identifying information to AIHW and the Queensland Government funding body for statistical collection.

Should you wish to make a complaint regarding Yumba-Meta Limited dealings with you in relation to data collection, use of collected data and / or disclosure of data to a third party, please contact the CEO on 07 4723 5611 or in writing to PO Box 429 Aitkenvale QLD 4814.

All staff and Board Directors are bound by Privacy and Confidentiality agreements.