

YWCA Privacy Policy

About this privacy policy

At YWCA Australia (ABN 74 111 663 873) and our subsidiary companies, YWCA Housing (ABN 60 133 272 116) and YWCA National Housing (ABN 51 638 037 254) (**YWCA, we, our, us**), we value and respect your privacy and take the protection of your personal information seriously.

We have prepared this privacy policy to inform you of the personal information we collect and hold about you, and how we use that information. This privacy policy also provides information about your privacy rights as an individual and how to contact us if you have any privacy concerns.

We recognise the importance of protecting your privacy and are committed to managing your personal information in accordance with the Australian Privacy Principles and any other contractual obligations YWCA may have with you.

This privacy policy may change from time to time and it is therefore important that you review it regularly.

This policy covers members, volunteers, program participants, supporters, job applicants, Song Hotel guests, members of the public and other individuals whose personal information we collect.

What personal information do we collect and handle?

The types of personal information we collect and handle may include, but are not limited to:

- contact information, such as your name, postal and/or home address, telephone number and email address;
- gender, age/birth date, sexual orientation, ethnicity, disability status, languages spoken and other demographic data;
- information about your connection to, and transactions and interactions with, YWCA and its operations including Song Hotels;
- where you are seeking support, relevant information about your life, family, domestic, financial, educational, health, legal and work circumstances and history;
- technical information such as device IDs and IP addresses (note sometimes these may be held in a form which does not amount to 'personal information', e.g. if we cannot use it to identify you);
- login details e.g., username and password;
- interests, opinions and preferences e.g., contact preferences, feedback on our services, support for our advocacy and societal change campaigns and petitions;
- use of our online content and IT/communications resources;
- photos, videos and recordings e.g., in relation to our events and fundraising activities;
- payment details e.g., bank account details for staff, details of donations

made to us;

- information you provide to us through surveys;
- enquiry, dispute and investigation information, e.g. records relating to queries, claims, complaints, disputes and investigations;
- work details e.g., occupation, role, organisation, qualifications, skills and experience; and
- if you apply to be, or become, a volunteer, employee or a contractor, information about your work capabilities, work eligibility (e.g. visa/citizenship), CV information, work conduct, payroll details, training records, and reference and background checks.

How do we collect your personal information?

We collect personal information through various avenues, including information you provide to us directly, for example:

- when you communicate or interact with us by telephone, email, online (including through our website and our social media channels);
- when you use or participate in our programs and services;
- when you complete a form or a survey, including the YWCA Membership application form; and
- information you provide to us during attendance at our events.

You must only provide us with the personal information of someone else if you have that person's consent to do so, and you have explained why you are providing it and that they can find this privacy policy on our website.

We may also collect information about you in other ways, including from:

- our sponsors;
- our suppliers and other third parties who provide services to us, including secure online donation portals such as Raisely, Shout for Good and EverydayHero; and our online course hosted by Thinkific;
- our social media sites, including Facebook, Instagram, Twitter, (also known as X), LinkedIn, YouTube and TikTok, which may provide us with your username and access to your public profile;
- other third parties, such as those listed under '[Who might we disclose your personal information to?](#)', below;
- public sources and registers; and
- generating new information through combining, analysing and reviewing existing information.

Why do we collect your personal information?

We collect, hold, use and disclose personal information for various purposes, including the following:

- to maintain contact with you to inform you about our work, objectives, programs and activities;

- to manage purchases and donations, and conduct fundraising activities;
- to manage your relationship with us as a volunteer or member;
- for recruitment and employment purposes;
- for the delivery, administration, planning, and development of services and programs;
- to update our records and ensure your contact details are up to date;
- to respond to your comments or questions;
- to process and respond to complaints,
- verifying your identity and information;
- collecting aggregated data, and conducting surveys, about the community;
- to show your name and the amount of any donation or sponsorship you may make on our website (unless you choose a private or anonymous donation);
- to protect the safety and security of our team, premises, systems and assets;
- for marketing purposes; and
- to comply with applicable laws and regulations¹.

We may not be able to do these things if you do not provide us with the personal information we need, for example:

- we may not be able to provide you with our services;
- we may not be able to consider your application to join us as an employee, contractor or volunteer; and
- we may not be able to respond to your requests for information.

We may also de-identify or anonymise your personal information and sensitive information and use it for other purposes, such as to obtain funding grants and philanthropic support and for research.

Who might we disclose your personal information to?

We may disclose your personal information to various third parties, including for any of the purposes set out above. The types of third parties to which we disclose personal information include:

- service providers, including providers of campaign, promotion, accounting, auditing, legal, banking, consulting, payment processing, delivery, data processing, data analysis, document management, information broking, research, investigation, recruitment, insurance, superannuation, payroll, training, web hosting, IT systems

¹ For example, we collect some personal information under applicable laws such as the Fair Work Act, Superannuation Guarantee (Administration) Act, the Income Tax Assessment Act and other tax laws, Corporations Act, work health and safety acts, workers compensation acts, public health acts, Surveillance Devices Act, Workplace Surveillance Act, Telecommunications (Interception and Access) Act and charitable fundraising and collections acts.

- administration, electronic administration, and technology services;
- other YWCAs and community service providers;
- for people who work with us, or apply to work with us, referees and background check providers (e.g. for identity, eligibility to work, vocational suitability, health and criminal record checks);
- government agencies (e.g. for reporting and compliance purposes);
- partners and sponsors who provide services and support for our programs and operations, or participate in joint initiatives;
- your organisation and representatives, if applicable;
- law enforcement agencies and other organisations where required or permitted by law.

Some of the third parties to which we disclose your personal information are located outside of Australia, including:

- Switzerland, where the World YWCA is located; and
- the United States, where some of our service providers like SurveyMonkey, Meta, Mailchimp, HubSpot and Humanitix are located.

Visitors to our website

To help improve the service we provide through our website, certain information is collected from your browser. This information is collected as statistical information and includes the IP address, browser type, language and access times.

Our website also uses cookies and other similar technologies (e.g. web beacons, etc.) to track, measure and analyse pages visited and information accessed within our website, and provide you with customised information on the website. A cookie is a small text file that our site may place on your device as a tool to remember your preferences.

You may be able to refuse or disable cookies and similar technologies by adjusting your browser settings. Because each browser is different, please consult the instructions provided by your browser. Please note that if you disable these technologies you may not be able to use the full functionality of our website.

In many cases, the tools used on our website record information in a way that does not identify you as an individual. In other cases, information may be personal information in which case this privacy policy will apply. For example, we collect personal information if you follow us through social media services such as Facebook, LinkedIn, Instagram or Twitter, contact us through our site, submit an application for membership or subscribe to our e-newsletter.

Our website may also use third party website tools from time to time, for example Google Analytics and online survey tools. For more about how Google collects and processes data, please see Google's privacy policy and their information at <https://policies.google.com/technologies/partner-sites>.

Third party websites

Our website may contain links to other websites. Please be aware that we are not

responsible for the privacy practices of these external websites. When you go to other websites from our website, we advise you to be aware of and read their privacy policy.

How do we protect your personal information?

We take a range of steps to protect the security of the personal information we hold, including information held in physical and electronic form, and information held for us by our service providers. The steps we take may include access controls, encryption, secure premises and measures based on relevant industry standards such as the Essential Eight Standards.

You should understand that no transmission of data over the internet or any other public network can be guaranteed to be totally secure. YWCA falls under the Notifiable Data Breaches Scheme and in the event of a notifiable data breach, will follow the guidelines provided by the Office of the Australian Information Commissioner.

Direct marketing communications

From time to time, we may send you direct marketing communications regarding our services, activities, programs, events and volunteering opportunities. We may contact you by electronic messages (e.g. email), online (e.g. through our website or our social media channels), by mail, and by other means, unless you opt out or we are subject to legal restrictions.

You may opt-out of marketing communications by using the opt-out facilities provided in the marketing communications or by contacting our Privacy Officer using the contact details at the bottom of this policy.

How can you access and correct your personal information?

The accuracy of the personal information we hold and use is important to us. To help us keep your personal information accurate, please let us know if there are any errors or changes in your personal information.

You can request access to the personal information we hold about you at any time by contacting our Privacy Officer using the contact details at the bottom of this policy. You may also request the correction of any of the personal information we hold about you. In many cases, we can help you promptly and informally with these requests. In other cases, we may need to take additional steps to verify your identity and ask you to make your request in writing.

From time to time, we may decline your request to access or correct the personal information we hold about you in accordance with applicable law. For example, we may refuse access if granting it would interfere with the privacy of others or if it would breach another law. We will in most cases provide our reasons if we deny your request for access to, or correction of, your personal information. Where we decide not to make a requested correction to your personal information and you disagree, you may ask us to make a note of your requested correction with the information we hold about you.

How can you make a privacy complaint?

You may contact our Privacy Officer using the contact details at the bottom of this

policy if you have any concerns about how we have handled your personal information. We will respond to let you know who will be handling your matter and when you can expect a further response. We may request additional details from you regarding your concern, and we may need to engage or consult with other parties to investigate and deal with your issue. We will keep records of your request and any resolution. If you are not satisfied with the manner in which we have dealt with your complaint, you may contact the Office of the Australian Information Commissioner.

We will treat your complaint confidentially. An authorised representative will contact you within a reasonable time after receiving your complaint to discuss your concerns and outline the options for resolution. We will endeavour to resolve your complaint in a timely and appropriate manner.

Policy reviews

From time to time, we may review and update this privacy policy. Any updated versions of this privacy policy will be posted on our website. All personal information will be collected and handled by us in accordance with the most recently updated policy.

If you would like to provide us with your comments on this policy, please contact our Privacy Officer using the contact details directly below.

How to contact us

If you have any questions or comments about this privacy policy, please do not hesitate to contact us as follows:

Contact: Privacy Officer
Address: Level 1, 210 Kings Way, South Melbourne VIC 3205
Email: companysec@ywca.org.au
Phone: (03) 9341 8700

Document Control Data	
Privacy Policy	
Responsible Officer	Director, Organisation Capability and People
Accountable Officer	Company Secretary
Application	All employees of YWCA Australia
Supersedes	Not applicable
Associated documents	Not applicable
Legislation	Health Records Act 2001 (Vic) Health Records and Information Privacy Act 2002 (NSW) Privacy Act 1988 (Cth)

Approval and Amendment history				
Review period – 2 years				
Approval date	Effective from	Version	Amendments	Next review
08/09/19	08/09/19	1.0	Initial policy drafted by Herbert Smith Freehills	2 years
14/10/2021	14/10/2021	2.0	Non-material updates in style	2 years
12/10/2023	12/10/2023	3.0	Consequential amendments to terminology and updates to reflect current and best practice.	2 years
21/08/2025	21/08/2025	4.0	Updated by Herbert Smith Freehills Kramer.	2 years