



## Yiliyapinya Indigenous Corporation — Privacy Policy

Yiliyapinya Indigenous Corporation (ABN 16 133 150 979; ICN 8972) is committed to managing personal information in accordance with the Australian Privacy Principles (**APPs**) under the *Privacy Act 1988* (Cth) (**Privacy Act**) and in accordance with other applicable privacy laws.

This document sets out our policies for managing your personal information and is referred to as our **Privacy Policy**.

In this Privacy Policy, "we" and "us" refers to Yiliyapinya Indigenous Corporation and "you" refers to any individual about whom we collect personal information.

### What information does Yiliyapinya Indigenous Corporation collect about you?

#### ***Our clients and prospective clients***

When you are referred to Yiliyapinya Indigenous Corporation as a client, a record is made which includes your personal information.

The type of personal information that we collect will typically include your name, date of birth, cultural identity, preferred pronouns, phone number, and other contact details.

We collect personal information about children where they are our clients. Where children do not have sufficient maturity and understanding to make decisions about their personal information, we will require their parents or guardians to make decisions on their behalf.

For our clients who are children referred for the Yili Program, the type of personal information that we collect will typically include:

- information about any custody arrangements;
- student schooling details including the current school year level, current school, last date of school attendance, student attendance in percentages over the last 12 months, USI, and reasons for referral;
- information about any internal or external school supports currently being provided;
- any special circumstances that the Yiliyapinya Indigenous Corporation should be aware of as part of the individual's referral; and
- any information for individual risk assessments and safety plans which can include details of any Positive Behavioural Support Plans, Safety Plans, Individual Risk Assessments, Cultural Plans, and additional information.

For our clients who are adult individuals referred to Yiliyapinya Indigenous Corporation, the type of personal information that we collect will typically include:

- personal information such as date of birth, cultural identify, contact details and phone number.
- any special circumstances that the Yiliyapinya Indigenous Corporation should be aware of as part of the individual's referral.

#### ***Other individuals***

Yiliyapinya Indigenous Corporation may collect personal information about other individuals who are not clients of Yiliyapinya Indigenous Corporation. This can include parents or guardians of children who are referred to YIC and contacts from the referral organisation.

The kinds of personal information we collect will depend on the capacity in which you are dealing with Yiliyapinya Indigenous Corporation. In relation to parents and guardians, it would include their name, relationship with the student, cultural identity, phone number and address. For contacts of referral organisations, this will include information about the referring organisation including contact name, phone number, email address, organisation name and position.

### ***Sensitive Information***

Yiliyapinya Indigenous Corporation may also collect personal information, which is considered sensitive information, including:

- racial or ethnic origin information during the initial referral to Yiliyapinya Indigenous Corporation; and
- health information, including for our clients who decide to use third party services for health assessment and improvement through Yiliyapinya Indigenous Corporation.

Yiliyapinya Indigenous Corporation will collect the following types of health information from clients who are using third party health services through Yiliyapinya Indigenous Corporation:

- cognitive results from the completed cognitive assessments, including a summary of each client's cognitive domains, cognitive skills, and cognitive evolution;
- raw data in relation to client's cognitive scores; and
- reports available at the completion of an assessment provided by a third-party service outlining the client's cognitive state, signs and symptoms, neuropsychological profile, results analysis, and recommendations.

### ***Right to decline collection***

You can always decline to give Yiliyapinya Indigenous Corporation any personal information we request, but that may mean we cannot provide you with some or all the services you have requested. If you have any concerns about personal information we have requested, please let us know – our contact details are outlined at the end of this policy.

### **How and why does Yiliyapinya Indigenous Corporation collect and use your personal information?**

Yiliyapinya Indigenous Corporation collects personal information reasonably necessary to carry out our business, to assess and manage our clients' needs, and provide services to support the cognitive wellbeing needs of its clients. Yiliyapinya Indigenous Corporation also has a responsibility to assess any person referred to us for the safety and wellbeing of its staff and young people.

The purposes for which Yiliyapinya Indigenous Corporation usually collects and uses personal information depends on the nature of your interaction with us, but may include:

- enrolling you into the applicable program;
- supporting your cognitive wellbeing needs;
- maintaining contact with you;
- for a range of administrative, management and operational purposes;
- to adequately equip staff with training and strategies to enable appropriate care for the client;
- to support a smooth transition for the client into the programs at Yiliyapinya Indigenous Corporation;
- to ensure a safe working environment at Yiliyapinya Indigenous Corporation; and

- for any other purposes explained at the time of collection or otherwise as set out in this Privacy Policy.

Yiliyapinya Indigenous Corporation generally collects personal information directly from you. We may collect and update your personal information over the phone, by email, over the internet or social media, or in person. We may also collect personal information about you from other sources, such as third-party suppliers (including, where cognitive assessments are completed), from services we refer you to, as well as contractors who assist us to operate our business. Those third-party services may disclose personal information they have collected from you to us as part of the services they provide to us, and so that we can provide our services to you. Working collaboratively with organisations and services will help reduce duplication and overservicing.

Yiliyapinya Indigenous Corporation also collects and uses personal information for market research purposes and to innovate our delivery of products and services.

If you use CogniFit and no longer want YIC to have access to your reports and data, you may need to notify YIC that you have withdrawn your consent. If you withdraw your consent to YIC collecting personal information, including sensitive information, we may not be able to provide you with our services.

### **How does Yiliyapinya Indigenous Corporation disclose your personal information?**

Yiliyapinya Indigenous Corporation may disclose your personal information to third parties we engage in order to provide our services, including contractors and service providers used for cognitive health assessments and data hosting or storage.

Yiliyapinya Indigenous Corporation is unlikely to disclose your personal information overseas. If overseas disclosure is required, Yiliyapinya Indigenous Corporation will not disclose your personal information to overseas recipients unless we have your consent or have taken reasonable steps to ensure that the overseas recipient does not breach the APPs in relation to your personal information.

### **How does Yiliyapinya Indigenous Corporation interact with you via the internet?**

You may visit our website (<https://www.yiliyapinya.org.au/>) without identifying yourself. If you identify yourself (for example, by providing your contact details in an enquiry), any personal information you provide to Yiliyapinya Indigenous Corporation will be managed in accordance with this Privacy Policy.

Yiliyapinya Indigenous Corporation's websites use cookies. A "cookie" is a small file stored on your computer's browser, which assists in managing customised settings of the website and delivering content. We collect certain information such as your device type, browser type, IP address, pages you have accessed on our websites and on third-party websites. You are not identifiable from such information.

You can use the settings in your browser to control how your browser deals with cookies. However, in doing so, you may be unable to access certain pages or content on our website.

Yiliyapinya Indigenous Corporation's websites may contain links to third-party websites. Yiliyapinya Indigenous Corporation is not responsible for the content or privacy practices of websites that are linked to our website.

### **Can you deal with Yiliyapinya Indigenous Corporation anonymously?**

Yiliyapinya Indigenous Corporation will provide individuals with the opportunity of remaining anonymous or using a pseudonym in their dealings with us where it is lawful and practicable (for example, when making a general enquiry over the phone). Generally, it is not practicable for Yiliyapinya Indigenous Corporation to deal with individuals anonymously or pseudonymously on an ongoing basis. **If we do not collect personal information about you, you may be unable to utilise our services or participate in our events, programs or activities we manage or deliver.**

### **How does Yiliyapinya Indigenous Corporation hold information?**

Yiliyapinya Indigenous Corporation stores information in paper-based files or other electronic record keeping methods in secure databases (including trusted third-party storage providers based

in Australia and overseas). Personal information may be collected in paper-based documents and converted to electronic form for use or storage (with the original paper-based documents either archived or securely destroyed). We take reasonable steps to protect your personal information from misuse, interference and loss and from unauthorised access, modification or disclosure.

Yiliyapinya Indigenous Corporation maintains physical security over paper and electronic data stores, such as through locks and security systems at our premises. We also maintain computer and network security, for example, we use firewalls (security measures for the Internet) and other security systems such as user identifiers and passwords to control access to our computer systems.

Our websites do not necessarily use encryption or other technologies to ensure the secure transmission of information via the internet. Users of our websites are encouraged to exercise care in sending personal information via the internet.

We take steps to destroy or de-identify information that we no longer require.

### **Does Yiliyapinya Indigenous Corporation use or disclose your personal information for direct marketing?**

Yiliyapinya Indigenous Corporation may use or disclose your personal information for the purpose of informing you about our services, upcoming promotions and events, or other opportunities that may interest you. If you do not want to receive direct marketing communications, you can opt-out at any time by contacting us using the contact details below.

If you opt-out of receiving marketing material from us, Yiliyapinya Indigenous Corporation may still contact you in relation to its ongoing relationship with you.

### **How can you access or seek correction of your personal information?**

You are entitled to access your personal information held by Yiliyapinya Indigenous Corporation on request. To request access to your personal information please contact the Privacy Officer using the contact details set out below.

You will not be charged for making a request to access your personal information, but you may be charged for the reasonable time and expense incurred in compiling information in response to your request.

We will take reasonable steps to ensure that the personal information we collect, use or disclose is accurate, complete and up to date. You can help us to do this by letting us know if you notice errors or discrepancies in information, we hold about you and letting us know if your personal details change.

However, if you consider any personal information, we hold about you is inaccurate, out-of-date, incomplete, irrelevant or misleading you are entitled to request correction of the information. After receiving a request from you, we will take reasonable steps to correct your information.

We may decline your request to access or correct your personal information in certain circumstances in accordance with the APPs. If we do refuse your request, we will provide you with a reason for our decision.

### **What should you do if you have a complaint about the handling of your personal information?**

You may contact Yiliyapinya Indigenous Corporation at any time if you have any questions or concerns about this Privacy Policy or about the way in which your personal information has been handled.

You may make a complaint about privacy to the Privacy Officer at the contact details set out below.

The Privacy Officer will first consider your complaint to determine whether there are simple or immediate steps which can be taken to resolve the complaint. We will generally respond to your

complaint within a week.

If your complaint requires more detailed consideration or investigation, we will acknowledge receipt of your complaint within a week and endeavour to complete our investigation into your complaint promptly. We may ask you to provide further information about your complaint and the outcome you are seeking. We will then typically gather relevant facts, locate and review relevant documents and speak with individuals involved.

In most cases, we will investigate and respond to a complaint within 30 days of receipt of the complaint. If the matter is more complex or our investigation may take longer, we will let you know.

If you are not satisfied with our response to your complaint, or you consider that Yiliyapinya Indigenous Corporation may have breached the APPs or the Privacy Act, a complaint may be made to the Office of the Australian Information Commissioner (**OAIC**). The OAIC can be contacted by telephone on **1300 363 992** or by using the contact details on the OAIC website.

### **How are changes made to this privacy policy?**

Yiliyapinya Indigenous Corporation may amend this Privacy Policy from time to time, with or without notice to you. We recommend that you visit our website regularly to keep up to date with any changes.

### **How can you contact Yiliyapinya Indigenous Corporation?**

The contact details for Yiliyapinya Indigenous Corporation are:

**Privacy Officer:** Sheryl Batchelor

**Address:** Unit 1, 186 Douglas Street, Oxley QLD 4102

**Email address:** [admin@yiliyapinya.org.au](mailto:admin@yiliyapinya.org.au)

**Telephone number:** 0413 484 276

This Privacy Policy was last updated in September 2024.



# **YILYAPINYA**

Brain Health and Healing for Young  
People, Families, and the Workforce