

Feedback and Complaints Privacy Collection Notice

All yourtown



About this Notice

This is a Privacy Collection Notice of **yourtown Ltd** (ABN: 11 102 379 386) relating to the collection of personal information arising from feedback and complaints from our stakeholders.

yourtown's contact details are:

Address: GPO Box 2469
BRISBANE QLD 4001

Telephone: (07) 3368 3399

Fax: (07) 3368 1599

Email: privacy@yourtown.com.au

Web: www.yourtown.com.au

About Personal Information

Personal information is any information or opinion that identifies an individual. Common examples are name, phone number, email address, as well as details relating to an individual's involvement or program participation with yourtown.

Our Commitment to Your Privacy

yourtown is committed to protecting the privacy of the personal information you provide to us. We abide by Commonwealth and state / territory privacy laws, and other relevant contractual and legal requirements in dealing with personal information.

Circumstances of Collection

The collection of personal information for yourtown feedback and complaint purposes is not prescribed by law. When providing feedback or making a complaint, you may choose what information you share with us. For instance, you may choose to remain anonymous by withholding your name, or choose to use a pseudonym (e.g. a nickname).

Where you choose not to provide your real name, or choose to provide only limited information, we will still endeavour to act upon your feedback or resolve your concerns, but may be restricted in the actions we can take in these circumstances. The more information you provide, the easier it may be for yourtown to investigate and respond to your suggestions or concerns.

In investigating a complaint, yourtown may also collect information about you from inquiries and/or interviews with other individuals named or involved in the matter.

How We Use Your Personal Information

The information you provide to yourtown when providing feedback or making a complaint, or when being interviewed as part of a complaint process, allows us to investigate and respond to the suggestions or concerns raised.

We also review the feedback and complaints we receive to monitor and improve our services to better meet the needs of our service users. It might also help us to tailor our service to better meet your specific needs if you made the complaint.

We will not use your personal information for any other purpose unless required by law or contract, or we do so with your express consent.

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Safeguarding Your Personal Information

The information you provide to us in providing feedback or making a complaint is recorded in our secure electronic feedback and complaints tracking system. Supplementary information may be recorded in our electronic document and records management system. These secure systems safeguard your personal information and ensure only authorised personnel can access and handle your personal information.

If you provide feedback or make a complaint via the *Feedback* link on a yourtown website, your IP address may be recorded. Where you wish to remain anonymous by not providing your name, yourtown will not attempt to identify you from your IP address unless required to do so to protect you or others from serious threats of harm.

Sharing Your Personal Information

yourtown will **not** disclose your personal information to any external organisation or individual (including those located overseas) except in very specific circumstances, including when:

- we are required by law to do so
- we are required to report or direct complaints and certain matters to a government agency when delivering services under a government contract
- attempting to protect you and/or others from serious threats of harm, as permitted by the Privacy Act 1988 (Cth) and Australian Privacy Principles. This may mean sharing your personal information with external agencies (such as the police, ambulance and/or child protection agencies) with or without your consent.

Accessing and Seeking Corrections to Your Personal Information

Information about how you can access or seek corrections to the information we hold about you is included in the yourtown *Privacy Policy - c*.

Complaints and Appeals

Information about how you can make a complaint about your privacy is provided in our *Privacy and Feedback and Complaints* policies.

Our *Feedback and Complaints Policy - bms* also provides for internal review by our Chief Executive Officer and subsequent participation in an external resolution service where you are not satisfied with a response from yourtown.

Accessing Our Privacy Policy

In addition to the links, above, our Privacy Policy can be accessed by calling the phone number above or emailing privacy@yourtown.com.au.