

YETI Privacy Policy – Easy Read Version

Your Privacy Matters to Us

At YETI, we take your privacy seriously. We respect and protect your personal information while making sure you can access it when needed. We collect and use personal information as part of our role as a health service provider and employer. Your information is kept secure, and we follow Queensland and Australian privacy laws.

What Information Do We Collect?

YETI collects personal information to provide you with support. This may include:

- Medical history and health information
- Your name, age, address, and contact details
- Dates you start and finish with YETI
- Medicare and billing information
- Case notes and professional opinions about your health and progress
- Any other relevant details you share with us

Why Do We Collect Your Information?

We collect your information to:

- Provide you with support and services
- Plan and improve our programs
- Apply for funding and report to funders
- Monitor and evaluate our services
- Gather statistics for research in the public interest
- Meet legal requirements, such as court orders

We update your information each time you visit to ensure you receive the best possible care. YETI staff only collect the details necessary to do their job.

Who Can See Your Information?

Your personal information is only shared with YETI professionals involved in your care. We will ask for your consent before sharing your information with other services unless:

- There is a medical emergency
- We are required by law (e.g., court orders)
- There is a serious risk to your safety or the safety of others

If we must share your information for legal reasons, we will talk to you first where possible.

Your Rights Over Your Information

You have control over your personal information. If you choose not to share some details, this may affect the support we can provide. You can change or withdraw consent at any time. Talk to us if you have concerns about how your information is used.

Can You Access Your Information?

Yes. You have the right to see and correct your information. To request access, contact YETI at referrals@YETI.org.au or **(07) 4051 4927**. We will verify your identity and provide your information within 30 days unless there are legal reasons we cannot do so. If we cannot share certain information, we will explain why.

How Do We Keep Your Information Safe?

We take your privacy seriously and follow all legal requirements to keep your information secure. We:

- Store records safely
- Protect against unauthorised access, loss, or misuse
- Destroy or de-identify information when no longer needed

Will YETI Contact You in the Future?

We may contact you for:

- Service follow-ups and improvements
- Research to advocate for better services
- Community events, education, or fundraising opportunities

We will ask for your consent before contacting you, and you can opt out at any time.

Privacy Rights for Parents and Guardians

Young people have the right to privacy and can make decisions about their own information when they have the maturity to understand their choices.

- YETI follows Queensland and Australian privacy laws, including the **Privacy Act 1988 (Cth)** and the **Information Privacy Act 2009 (Qld)**.
- If a young person is under 18, we assess their ability to make informed decisions about their privacy (this is known as the Gillick test).
- For young people under 13, we seek parental consent where able.
- Parents do not automatically have access to a child's information unless legally allowed.

- A young person's right to privacy continues once they turn 18, or earlier if they are deemed capable of making informed decisions.

If a court order requires us to override a young person's decision, we will act in the young person's best interests.

How Do You Make a Complaint?

If you have concerns about how your information is managed, you can contact:

- Your YETI worker
- YETI at referrals@YETI.org.au or **(07) 4051 4927**
- The **Office of the Information Commissioner Queensland** (1300 363 992)

Policy Updates

We review our privacy policy regularly. The latest version is always available on our website.

Need More Information?

For a full copy of our Privacy Policy or any questions, contact YETI at referrals@YETI.org.au or **(07) 4051 4927**.