

# **YMCA of Brisbane**

## **Security and Privacy Statement**

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### **About This Security and Privacy Statement**

This Security and Privacy Statement applies to all websites and domain names operated and used by the YMCA of Brisbane.

The YMCA of Brisbane understands and appreciates that you, as a YMCA of Brisbane website visitor, are concerned about your privacy and about the confidentiality and security of information we may gain about you online. The YMCA of Brisbane is committed to protecting your privacy. This YMCA of Brisbane Security and Privacy Statement explains how your personal information will be treated as you access and interact with YMCA of Brisbane websites.

As the YMCA of Brisbane websites develop and as technology evolves, the YMCA of Brisbane will continue to strive to provide you with better and more customised services and with more effective websites. The YMCA of Brisbane encourages you to review the Security and Privacy Statement periodically because the Security and Privacy Statement may change from time to time.

The YMCA of Brisbane Privacy Policy explains how the YMCA of Brisbane generally protects your privacy and confidentiality. The principles set out in the YMCA of Brisbane Privacy Policy applies to all YMCA of Brisbane websites.

### **Your personal information is important to us**

The YMCA of Brisbane recognises that your privacy is very important to you and that you have a right to control your personal information. We know that providing personal information is an act of trust and we take that seriously.

### **YMCA of Brisbane & best practice privacy standards**

YMCA of Brisbane is committed to protecting your personal information. We believe that our privacy policy is both fair and represents industry best practice. The Internet Industry Association is developing a Code which provides a high standard of privacy protection. YMCA of Brisbane is committed to complying with this Code, and building on the high levels of trust that it enjoys with its tens of thousands of customers. The YMCA of Brisbane will comply with any laws introduced to strengthen protections for consumers' privacy.

### **The information we collect about you**

The types of information we collect about you will depend on what services you use or products you acquire. This may include your name and address, your email address, your contact address, and credit card details. You may also have the option to comment or provide feedback on products or services, where you chose to supply information to us.

Our web server collects the following types of information for statistical purposes about visitors to any YMCA of Brisbane website:

- ▶ the number of users who visit the website
- ▶ the date and time of visits
- ▶ the number of pages viewed
- ▶ traffic patterns

All of this data is anonymous and we will make no attempt to identify users or their browsing activities. The purpose of this information is to evaluate the performance of the website and to improve the content and format for its users.

## **YMCA of Brisbane's use of "cookies"**

YMCA of Brisbane uses "cookies" to help enhance your experience on the websites. Cookies are pieces of information that a website transfers to your computer's hard disk for record-keeping purposes. Most Web browsers are set to accept cookies as the default. However, if you do not wish to receive any cookies you may set your browser to refuse cookies. If you turn off cookies we cannot, for example, fill out forms automatically with details you have previously given us.

The use of cookies can enhance your experience on YMCA of Brisbane websites, by remembering information that you have previously given to us. They can make it easier for you to fill out forms, book online and can ensure that information provided to you is most relevant to your interests. Cookies can also provide us with information on how our customers use our websites so that we can continually improve the design of the websites.

Cookies themselves do not contain personal information about you. They simply operate as a unique identifier which helps us to know what our customers find interesting and useful on our websites, almost like a continuing questionnaire. YMCA of Brisbane does not store any personal information inside cookies, although the cookie may identify the user's browser.

## **Using & disclosing your personal information**

The YMCA of Brisbane will not use or disclose any specific information about you without your consent, unless required by law. The YMCA of Brisbane reserves the right to disclose information against someone who poses a threat to our interests (such as customer fraud) or whose activities cause harm to others. The YMCA of Brisbane and its affiliates recognise the trust you place in us when you give us personal information. The YMCA of Brisbane may ask you questions to get a better understanding of what facilities and services would help you with your accommodation needs. We will use this information to recommend accommodation and services which we believe will be of benefit to you and/or your business. However, we will not disclose specific information about you and your business to any other organisation without your explicit consent.

## **Information & Promotional Emails**

From time to time we will send you relevant information emails regarding products and services which you have previously registered your interest in. If you are receiving promotional information from the YMCA of Brisbane and do not wish to receive this information any longer, you may unsubscribe at any time.

## **Storage & security of your details**

The YMCA of Brisbane will endeavour to take all reasonable steps to keep secure any information which we hold about you, and to keep this information accurate and up to date. In addition, YMCA of Brisbane's employees are obliged as a condition of employment to respect the confidentiality of any personal information held by YMCA of Brisbane. However, the YMCA of Brisbane will not be held responsible for events arising from unauthorised access to your personal information. We encourage you to play an important role in keeping your personal information secure.

## **Accessing, changing & deleting information we keep about you**

Your trust in the YMCA of Brisbane is very important to us. If at any time you want to know exactly what personal information we are holding or update any information at any particular time please email us at [webmaster@hgw.com.au](mailto:webmaster@hgw.com.au).

## **YMCA of Brisbane & links to other websites**

YMCA of Brisbane provides links to websites outside of the YMCA of Brisbane portal. These linked sites are not under the control of the YMCA of Brisbane, and we therefore are not responsible for the conduct of organisations linked to our websites. Before disclosing your personal information on any other website, we advise you to examine the privacy policies for those sites. Should you be concerned with the conduct of a site which you accessed via a link from the YMCA of Brisbane site, please help us to help you, by emailing us at [webmaster@brisbaneymca.org](mailto:webmaster@brisbaneymca.org)

## **How we handle email**

We will preserve the content of any e-mail that you send us, if we believe that we have a legal requirement to do so. Your e-mail message content may be monitored by our YMCA of Brisbane employees for security issues including where e-mail abuse is suspected; our response to you may be monitored for quality assurance issues.

## **Further information on privacy**

If you would like to obtain further information about privacy issues in Australia, please visit the Australian Federal Privacy Commissioner's website. <http://www.privacy.gov.au/>

You acknowledge and accept that your use of the YMCA of Brisbane websites indicates your acceptance of the YMCA of Brisbane website Terms of Use and the Security and Privacy Statement.

This is the current Security and Privacy Statement. It replaces any other Security and Privacy Statement for the YMCA of Brisbane websites published on YMCA of Brisbane websites to date. The YMCA of Brisbane may at any time vary the Security and Privacy Statement by publishing the varied Security and Privacy Statement.