



## Mitcham Community House

# Privacy Policy

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Policy Number	V7	Date Approved	14November2018 COM mtg
Draft Number	Final	Scheduled Review Date	14 November 2020

### INTRODUCTION

Mitcham Community House is committed to protecting the privacy of personal information that it collects, stores, uses and/or discloses (for the purposes of this policy, this will be referred to as 'administers' unless stated otherwise). Personal information is information which directly or indirectly identifies a person.

This policy applies to all people at Mitcham Community House, including, but not limited to, the Committee of Management (the Committee), staff, tutors, volunteers, and others in the workplace, who administer personal information about a person.

### PURPOSE

The purpose of this policy is to provide a framework for Mitcham Community House in dealing with privacy considerations, including with respect to the Privacy Act 1988 (Cth).

### POLICY

Mitcham Community House administers a range of personal information for the purposes of its primary functions, which include:

- Enrolment for participation in activities, programs and services, including childcare
- Contacting enrolled individuals about fees, changes or cancellations
- Collecting health information for health-related activities, programs and services
- Processing the payment of fees
- Marketing, surveys and participant evaluations of enrolled activities, programs and services
- Reporting requirements for funding bodies
- Employment or the engagement of volunteers
- Membership
- Donations
- Responding to enquiries, including via the website

- Complaints, injuries or incidents handling.

Mitcham Community House recognises the essential right of individuals to have their personal information administered in ways which they would reasonably expect – protected on one hand, and made accessible to them on the other. These privacy values are reflected in and supported by Mitcham Community House’s core values.

Mitcham Community House is bound by laws which impose specific responsibilities in the way it administers personal information. Mitcham Community House has adopted the following principles as minimum standards when it comes to administering personal information.

Mitcham Community House will:

- Only collect personal information which is connected with its primary functions (as outlined above)
- Ensure that individuals are informed about the reasons for the collection of their personal information and how their personal information will be administered
- Only use and disclose personal information which is connected with its primary functions or for a directly related purpose, or for another purpose with the person’s consent
- Securely store personal information and protect personal information from unauthorised access, unauthorised disclosure or loss, and
- Ensure that individuals are informed about their accessibility to their personal information, provide individuals with access to their personal information (except where it is a threat to life, health or safety or where refusal is authorised under law), and provide individuals with the right to correct their personal information if it is inaccurate, incomplete, outdated, or misleading.

Whilst Mitcham Community House makes every effort to protect its website from cyber-attacks, it cannot guarantee the security of any personal information that a person posts or reveals on its website, and this is made at the person’s own risk. Other ways of contacting Mitcham community House can be made via telephone or post.

Any weblinks to third party sites are provided to users of the website for their convenience only. Mitcham Community House is not responsible for any privacy-related matters associated with such sites, and these are not covered by this policy

Mitcham Community House does not disclose personal information to third parties located overseas. If this changes in the future, Mitcham Community House will state that personal information is sent overseas and, where reasonable, will ensure that any overseas providers of services are compliant with privacy law as Mitcham Community House is required to be and amend this policy accordingly.

### **Breach of this policy**

Any privacy complaints must be made in writing to the Manager/Privacy Officer clearly stating:

- The circumstances around the matter you are complaining about
- How you believe your privacy has been interfered with
- How you believe your complaint should be resolved.

If you are not satisfied with Mitcham Community House's response, you can refer your privacy complaint to the Office of the Australian Information Commissioner on **1300 363 992** or to the Office of the Victorian Information Commissioner on **1300 006 842**.

## **RELATED DOCUMENTS**

- Code of Conduct Policy
- Complaints Handling Policy
- Confidentiality Policy
- Records Management Policy

## **AUTHORISATION**

Signature of Committee Chairperson	
Date of Approval by the Committee	14 <sup>th</sup> November 2018



# Mitcham Community House

## Privacy Procedures

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### RESPONSIBILITIES

The Committee will develop, adopt and review this policy.

The Manager will implement this policy, and monitor changes in privacy law, advising the Committee of the need to revise this policy as and when the need arises.

All staff, tutors, volunteers, and others in the workplace who administer personal information about a person will ensure they are aware of, and comply with, this policy and its procedures.

### PROCESSES

Mitcham Community House will:

#### Openness

- Upon enrolment in activities, programs and services, including childcare, provide participants with a Privacy Statement which will be required to be signed by participants
- Ensure that participants are aware of this policy by referring to it in relevant publications and making it freely available on the website

#### Data quality

- Take reasonable steps to ensure that the personal information Mitcham Community House collects is accurate, complete, and current for the relevant functions it performs

#### Collection of personal information

- Collect personal information from the person themselves, where possible
- Advise the person whom the information is about, together with the name of the third party collecting the personal information, where collection of personal information is from a third party
- Only collect sensitive information about a person with that person's consent or where required or authorised to under law (sensitive information is a type of personal information that includes health information and information about religious beliefs, race, gender and others)

### **Use and disclosure of personal information**

- Only use or disclose personal information for the primary purpose for which it was collected or a directly related secondary purpose
- Obtain consent from the affected person for other purposes
- In relation to a secondary purpose, use or disclose the personal information only where –
  - a secondary purpose is related to the primary purpose and the person would reasonably have expected Mitcham Community House to use it for those purposes, or
  - the person has consented, or
  - other legal reasons exist, or
  - disclosure is required to prevent serious and imminent threat to life, health or safety
- Where personal information is used for direct marketing (and the person would reasonably have expected Mitcham Community House to use it for those purposes), provide an opt out
- Where a person wishes to access their personal information and Mitcham Community House is authorised to refuse access under law or for another reason, may consider whether a mutually agreed intermediary would allow sufficient access to meet the needs of both parties
- Where a person wishes to correct their personal information, take steps to correct it, and may allow a person to attach a statement to their personal information if Mitcham Community House disagrees it is inaccurate
- Make no charge to a person for making a request for personal information, correcting their personal information, or producing a statement regarding the accuracy of their personal information
- Release personal information to third parties where it is requested by the person concerned
- Disclose personal information about a person to an organisation located outside of Victoria only with the person's consent, and if that organisation is compliant with privacy law as Mitcham Community House is required to be

### **Storage of personal information**

- Implement and maintain reasonable steps to ensure that personal information is protected from unauthorised access, unauthorised disclosure or loss
- Store the following information related to its primary functions as follows –
  - enrolments, employment records, and relevant registers to be kept in the rear Administration Office, which is only accessible by employees and is locked and alarmed after hours

- hard copy records to be kept in the storeroom of the Administration Office, which is only accessible by employees and is locked and alarmed after hours (such records include all Class Booking Sheets, archived childcare-related records and all financial records)
- hard copy records related to the family violence program to be kept in the FVP Office
- health-related information for a health-related activity, program or service to be kept in the relevant tutor's folder, which is accessed only by the tutor, and will be stored in the Administration Office when the tutor is not conducting his/her activity, program or service, otherwise it will be in his/her possession
- Ensure that computers are kept locked when not in use and only used on the premises

#### **De-identification and destruction of personal information**

- Allow a person whose personal information is being collected to not identify themselves or to use a pseudonym, unless it is impracticable to deal with that person on this basis
- Not use any government-related identifiers, unless these are reasonably necessary for its primary functions
- Destroy personal information that is not required to be kept for the purpose in which it was collected, including from decommissioned laptops and mobile phones

#### **Data security and retention**

- Only destroy records in accordance with Mitcham Community House's Records Management Policy
- Ensure that its online environment is data encrypted or password protected, and that all anti-virus software is updated
- Keep the following information related to its primary functions as follows –
  - all childcare-related information, including enrolment forms, attendance sheets, registers (such as complaints, accident, injury and illness, medication, behaviour and development), rosters and timesheets – 25 years from last contact
  - Class Booking Sheets – 7 years
  - all employee (other than childcare) and volunteer (other than childcare) related information and financial records – 7 years
  - Learn Local/ACFE enrolment and student evaluation forms – 2 years
  - Class Rolls – 1 year
  - health-related information – as long as a person is enrolled in a health-related activity, program or service.

## **AUTHORISATION**

Signature of Committee Chairperson	
Date of approval by the Committee	14 November 2018