

PRIVACY POLICY

This statement outlines the Norlane Community Centre's policy on how it uses and manages personal information provided to or collected by it.

The Norlane Community Centre is bound by the Australian Privacy Principles contained in the Privacy Act 1988 (Cth)

The Norlane Community Centre may, from time to time, review and update this Privacy Policy to take account of new laws and technology, changes to the Norlane Community Centre's operations and practices and to make sure it remains appropriate to the changing legal environment.

What kind of information does the Norlane Community Centre collect and how does it collect it?

The type of personal information the Norlane Community Centre collects and holds will depend on the type of dealings you have with the Centre. For example, if you are:

- Applying to be member, we may collect your name, date of birth and contact details and any other information required by the Centre's rules
- Being a member, we may hold the above-mentioned information so that you can be sent relevant information required by the Centre's rules
- Attending functions, training or other events we may collect your name, organisation, contact details, payment details (if applicable) and any dietary and accessibility requirements
- Subscribing to any newsletters, updates or other notifications via our website, we may collect your name, organisation and contact details
- Applying for a job, position as a volunteer or other position, we may collect the information you include in your application, including your cover letter, resume, contact details and referee reports

How does the Norlane Community Centre treat sensitive information?

Some personal information, such as information relating to racial or ethnic origin, religious beliefs or affiliations, health information (including mental health information and information about a disability), genetic information and whether or not you have a criminal record is sensitive and requires a higher level of protection under privacy laws.

Sensitive information will be used and disclosed only for the purpose for which it was provided or directly related secondary purpose, unless you agree otherwise, or the use or disclosure of the sensitive information is allowed by law.

Personal Information you provide:

The Norlane Community Centre will generally collect personal information held:

- in person;
- when you correspond with us (for example by letter, email or telephone);
- through our website and social media;
- at functions, training and other events.

You can seek to deal with us anonymously or using a pseudonym, but in almost every circumstance it will not be practicable for us to deal with you or provide any services to you except for the most general responses to general enquiries, unless you identify yourself.

How will the Norlane Community Centre use the personal information you provide?

The Norlane Community Centre will collect, hold and use personal information it collects from you for the primary purpose for which it was collected, and for such other secondary purposes that are related to the primary purpose of and are reasonably expected, or consented to.

We may use video surveillance for security purposes and the footage will be used only by the Norlane Community Centre and by the providers of our security services for security purposes. Surveillance videos are not used by the Norlane Community Centre for other purposes and the footage is not publicly available. Surveillance cameras are not located in any bathroom or change room facilities.

Job applicants, staff members and contractors:

In relation to personal information of job applicants, staff members and contractors the Norlane Community Centre's primary purpose of collection is to assess and (if successful) to engage the applicant, staff member or contractor, as the case may be.

The purposes for which the Norlane Community Centre uses personal information of job applicants, staff members and contractors include:

- for insurance purposes
- security checks

to assess

- relevant qualifications
- to satisfy the Norlane Community Centre's legal obligations

Where the Norlane Community Centre receives unsolicited job applications these will usually be dealt with in accordance with the unsolicited personal information requirements of the Privacy Act.

Volunteers:

The Norlane Community Centre also obtains personal information about volunteers who assist the Norlane Community Centre in its functions or conduct associated activities, such as to enable the Norlane Community Centre and the volunteers to work together.

In relation to employee records:

Under the Privacy Act the Australian Privacy Principles do not apply to an employee record. As a result, this Privacy Policy does not apply to the Norlane Community Centre's treatment of an employee record, where the treatment is directly related to a current or former employment relationship between Norlane Community Centre and employee.

Who might the Norlane Community Centre disclose personal information to?

The Norlane Community Centre may disclose personal information, including sensitive information, held about an individual to:

- government departments
- law enforcement agencies
- people providing services to the Norlane Community Centre
- anyone you authorize the Norlane Community Centre to disclose information to

Management and security of personal information

The Norlane Community Centre's staff are required to respect the confidentiality of personal information and the privacy of individuals.

The Norlane Community Centre has in place steps to protect the personal information from misuse, loss, unauthorized access modification, interference or disclosure by use of various methods including locked storage of paper records and passworded access rights to computerized records.

We have a data breach response plan, which we would follow in the unlikely event of a privacy or data breach.

Updating personal information

The Norlane Community Centre endeavours to ensure that the personal information it holds is accurate, complete and up-to-date. A person may seek to update their personal information held by the Norlane Community Centre.

The Australian Privacy Principles and the Health Privacy Principles require the Norlane Community Centre not to store personal information longer than necessary.

You have the right to check what personal information the Norlane Community Centre holds about you.

Under the Commonwealth Privacy Act and the Health Records Act, an individual has the right to obtain access to any personal information which the Norlane Community Centre holds about them and to advise the Norlane community Centre of any perceived inaccuracy. There are some exceptions to this right set out in the applicable legislation. To make a request to access any information the Norlane Community Centre holds about you, please contact in writing.

The Norlane Community Centre may require you to verify your identity and specify what information you require. Although no fee will be charged for accessing your personal information or making a correction, the Norlane Community Centre may charge a fee to retrieve and copy any material.

How long will the Norlane Community Centre keep my information?

Under our destruction and de-identification policies your personal information that is no longer required will be de-identified or destroyed.

Enquiries and privacy complaints

If you would like further information about the way the Norlane Community Centre manages the personal information it holds, please contact the Centre, if you have any concerns, complaints or you think there has been a breach of privacy, then also contact the Norlane Community Centre. If you are not satisfied with our response to your complaint within 30 days from this meeting then you can refer your complaint to the Office of the Australian Information Commissioner via:

- Email: enquiries@oaic.gov.au
- Tel: 1300 363 992