



1.27 Privacy Policy

This privacy policy has been developed in accordance with Privacy Act 1988 (Commonwealth) and Privacy Act 2000 (Vic) and embodies our commitment to protecting the privacy of personal information.

It covers how we collect and handle personal information, including *sensitive information*.

'*Sensitive information*' means personal information about you that is of a sensitive nature, including information about health, genetics, biometrics or disability; racial or ethnic origin; religious, political or philosophical beliefs; professional association or trade union memberships, sexuality; or criminal records. Special requirements apply to the collection and handling of sensitive information.

This privacy policy is not intended to cover our handling of commercially sensitive information or other information that is not defined in the Privacy Act as personal information.

Policy Statement

Healesville Living and Learning Centre is committed to protecting client privacy and confidentiality in line with State and Federal Privacy legislation. This policy covers all students and participants (clients).

We Value Your Privacy

The Healesville Living and Learning Centre acknowledges and respects the privacy of individuals. We advise that much of the information that you may have provided to, or may be asked to provide to, the Healesville Living and Learning Centre is 'personal information'. As a general rule, personal information requested and collected is only necessary to the functioning of the organisation and is not released by Healesville Living and Learning Centre to other organisations, except in response to legal requirements and compliance with funding contracts. Information regarding an individual will not be disclosed to a third party without the individual's consent, except where the third party is directly acting as our agent.

Exceptions include:

Where there are reasonable grounds to believe that disclosure is necessary to prevent a threat to life or health; and

Where Healesville Living and Learning Centre is required to provide information in response to Subpoenas or Warrants or other legal process,

Why Do We Collect Your Information

We collect and handle a range of personal information for the purposes of providing services or to carry out our statutory functions. We also collect some personal information for planning, funding, monitoring and evaluating our services and functions.

This information is normally collected for the purposes of meeting government funding contract obligations, processing your application, registration or inquiry for a Healesville Living and Learning Centre course, activity or interest group.

How Do We Collect Your Information?

Enrolments

The Healesville Living and Learning Centre collects information through course enrolment forms, Student Satisfaction Surveys, phone enquiries and registrations of interest. The provision of this personal information is voluntary but if information is not provided, Healesville Living and Learning Centre may be unable to process your details for the purpose for which they were intended.

Information collected for the purpose of enrolling in an accredited course, funded or subsidised programs will be supplied to responsible government departments as per their requirement.

Google Analytics

We use Google Analytics to collect information about how people use our website. The information we obtain from Google Analytics helps us understand user needs so that we can offer a better user-experience.

Google Analytics uses cookies to collect information about which pages you visit, how long you are on the site, how you got there (for example from a search engine, a link, an advertisement etc.) and what you select. Information collected by the cookies (including your IP address) is transmitted to and stored by Google on servers in the United States.

By using our website, you consent to the processing of data about you by Google in the manner described in Google's Privacy Policy and for the purposes set out above. You can opt out of Google Analytics if you disable or refuse the cookie, disable JavaScript, or use the opt-out service provided by Google.

Security

Any personal information that we collect is held in the strictest confidence. Healesville Living and Learning Centre uses and implements industry standards for the security and protection of information collected, and this information is securely stored and access is restricted to authorised personnel only, ensuring that your personal information is protected and safeguarded

Exceptions to this include:

Where there are reasonable grounds to believe that disclosure is necessary to prevent a threat to life or health; and;

Where Healesville Living and Learning Centre is required to provide information in response to Subpoenas or Warrants or other legal process,

Protecting Your Information

All reasonable steps will be made to protect and secure all personal information collected and stored.

Personal information no longer needed will be disposed of by shredding (hardcopies) or deleting.

Some information is required to be stored securely for 30 years under Federal and State government department requirements.

Paper records will be:

- Kept out of public view
- Removed from desks when not in use
- Kept in a locked filing system
- Sensitive information kept separate from general files
- Kept secure when travelling or at home
- Disposed of by shredding

Electronic records

- Computer screens out of public view
- Access privileges assigned according to job function
- Passwords kept secured and not shared
- Disks and CDs kept secure
- Files deleted when no longer required
- Anti-virus software up to date
- Backup disks stored securely

Email

- Staff must be aware that emails that are sent and received may be accessed by others
- Client names not placed in subject bar
- Highly confidential information not to be sent by email

Phone

- Care taken to avoid conversations being overheard
- No details other than callers name and phone number left on answering machine
- Verification of a caller's authority to request information received before information disclosed over the phone

Conversation

All conversations regarding participants/students to be confidential and held in a non-public area

Fax

- Machine to be located away from public view
- Personal information only faxed with the consent of the person the information is about, or if urgently required
- Warning placed on fax cover sheet that the information is for the named recipient only
- Cover sheet includes a request to contact the sender if fax has been misdirected
- Fax destination numbers confirmed
- Faxes collected immediately

Printers and copiers

- Located in a secure area
- Only copy records when authorized and essential
- Collect sensitive print immediately

Privacy Notice

A Privacy Notice will be placed on our enrolment forms as per Skills Victoria and Adult, Community and Further Education (ACFE) contract requirements and will need to be signed by the enrollee.

It will read as follows –

'I understand that:

Healesville Living and Learning Centre is required to provide the Victorian Government, through Skills Victoria or the ACFE Board, with student and training data which may include information I provide in this enrolment form. Information is required to be provided in accordance with the Victorian VET Student Statistical Collection Guidelines (which are available at

<http://www.education.vic.gov.au/training/providers/rto/Pages/datacollection.aspx>).

Skills Victoria and the ACFE Board may use the information provided to it for planning, administration policy development, program evaluation, communication, resource allocation, reporting and/or research activities. For these and other lawful purposes, Skills Victoria and ACFE Board may also disclose information to its consultants, advisers, other government agencies, professional bodies and/or other organisations.

This will require a signature from the enrollee to acknowledge the terms.

Access to Your Information

You have a right of access to your personal information held by the Centre, in accordance with Government Legislation. Requests must be made in writing to the Committee of Management