

Please Note...

The information we request from you ensures we can provide the most complete and efficient service. We only request information required by us in order to carry out one or more of our functions.

All information provided is treated with privacy and respect in line with the relevant Victorian or Australian Privacy Principles.

If you provide us with the personal information of others, such as emergency contact details, medical practitioners etc., we encourage you to inform them that you are disclosing information to us and why. This information would not normally be disclosed to third parties.

If you think your personal information has been misused or breached, please contact a staff member immediately.

A copy of our privacy policy is available on our website or on request. If you have any questions regarding this, or other information relevant to the Privacy & Data Protection Act 2014, please contact a Manager.

For more information about
Privacy Legislation:

Victorian Privacy Commissioner
Phone: 1300 666 444
www.cpdp.vic.gov.au

Australian Information Commissioner
Phone: 1300 363 992
www.oaic.gov.au



Head Office

239 Station Road
MELTON VIC 3337
Phone: 03-8746 1000
Email: info@djerriwarrh.org

ABN: 57 816 895 087

www.djerriwarrh.org.au

July 2018

IP 006
TOD: 3771

Privacy & You



Australian Privacy Principles

Djerriwarrh Community & Education Services ensures that work practices protect the privacy of the individual with care and sensitivity. The following Australian Privacy Principles guide Djerriwarrh in collecting and handling your personal information. The principles are defined in the Commonwealth Privacy Amendment (Enhancing Privacy Protection) Act 2012 and align with the Privacy and Data Protection Act 2014.

Principle 1—Open and transparent management of personal information

We are required to have a readily accessible, readable and up-to-date privacy policy which explains how we manage your personal information.

Principle 2—Anonymity and pseudonymity

Whenever it is lawful and practicable, you may have the option of not identifying yourself when entering a transaction with us.

Principle 3—Collection of solicited personal information

Your personal information (possibly including sensitive information) is only collected when reasonable and necessary for providing a service or training to you. Sensitive information will not be collected without your consent unless required by law or for contractual obligations. We are required by law to hold your information for a period of time for auditing purposes by funding bodies.

Principle 4—Dealing with unsolicited personal information

If we collect any unsolicited personal information from you that is not necessary, it will be destroyed or de-identified as soon as practicable and lawful.

Principle 5—Notification of the collection of personal information

We will take reasonable steps to tell you when and why we are collecting your information. This includes who we are, how to contact us, the reason and purpose for collecting your personal information, the main consequences for you if we cannot collect the information, and if we will disclose your information to anyone overseas (and where). We will also inform you about how to access and correct your personal information, and how to complain if you think that we have breached the Australian privacy principles

Principle 6—Use or disclosure of personal information

Your information can be passed to specific Government Departments who provide funding or carry out regular audits for the services or training we offer. Your information will not be passed on to any other non relevant outside parties without your consent except in exceptional circumstances.

Principle 7—Direct marketing

Your private information cannot be used or disclosed for direct marketing without your consent or if you have used an opt out mechanism.

Principle 8—Cross border disclosure of personal information

Information held about you will not be transferred

outside Victoria without your consent, unless required to meet contractual obligations, and unless we have taken reasonable steps to ensure that the recipient will not breach the Australian privacy principles.

Principle 9—Adoption, use or disclosure of government related identifiers

We will only use or disclose a government related identifier to establish your identity or fulfill government related contractual obligations.

Principle 10—Quality of personal information

Reasonable steps are taken to ensure that the information we hold about you is relevant, accurate, complete and up to date.

Principle 11—Security of personal information

Reasonable steps are taken to ensure that your information is stored in secure work locations and is protected from misuse, loss, interference, unauthorised access, disclosure or modification.

Principle 12—Access to personal information

Information we hold about you can be made available upon request. Access may only be denied if it would have an unreasonable impact on the privacy of others or where access may result in a breach of the organisation's duty of care to others.

Principle 13—Correction of personal information

Reasonable steps are taken to correct your personal information to keep it accurate, up-to-date, complete, relevant and fit for purpose.