



Merinda Park Learning & Community Centre Inc

A0028764B

ABN 69 093 616 835

Melways Ref. 129 F8

RTO 3952

Phone: (03) 5996 9056

141-147 Endeavour Drive, Cranbourne North 3977

Fax: (03) 5996 9434

P.O. Box 7144 Cranbourne North 3977

Email: admin@merindapark.com.au

Web: www.merindapark.com.au

Written/Amended By: Jan Gilchrist CEO	Policy No: 13/01
Authorised By: COM	Version: 3
Distributed to: All children's services staff	Date: 1 st May 2016
Dates of previous issue: 14 th September, 2005 4 th June 2013	Review date: May 2018

PRIVACY POLICY

Merinda Park Learning and Community Centre (MPLCC) is committed to ensuring the privacy of all Centre users, staff and volunteers and complies with the Privacy Act 1988 which includes from 12th March 2014 the Australian Privacy Principles and Privacy Act 2000 and Health Records Act 2001.

MPLCC has processes and systems in place to comply with the Australian Privacy Principles (APP) and the Health Privacy Principles as well as complying with laws in relation to the appropriate funding bodies.

The purpose of this policy is to establish and maintain a common understanding of privacy to protect personal, health or sensitive information collected and used by MPLCC.

MPLCC will only collect information required for the specified purpose and for purposes with consent unless authorised by laws. Information will only be collected which is necessary to provide courses and services to utilise and / or request to enhance the Centre's relationship with students and stakeholders.

Information will be stored securely and retained for the designated period, with protection from unauthorised access. All reasonable steps will be taken to permanently remove identification of personal, health or sensitive information when no longer required.

MPLCC will provide persons access to their personal, health or sensitive information, provided by them, that is held at MPLCC and to make amendments when necessary as authorised by the designated Acts.

Staff must not disclose personal information regarding themselves, other staff, children or participants at anytime.

Further detailed information about The Act, is available by contacting the Privacy Commissioner's office or visit the Privacy Website at <http://www.privacy.vic.gov.au>

Merinda Park Learning and Community Centre Inc., provides a range of services for the local community of Cranbourne including Children Services and Adult Education programs.

On your application/enrolment form with Merinda Park Learning and Community Centre Inc. we ask you for personal and/or health information that will enable the organisation to process your application.

If you have any concerns about providing this information requested contact the Chief Executive Officer (CEO) or Centre Administration Manager (CAM) who will be able to assist you. Please be assured that any information provided to us is kept confidential and any concerns you may raise about the way we handle your information will also be kept confidential.

The health information you provide is used only to assess what services you may require. It is not disclosed to anyone else without your consent.

We ask you about your ethnic origin/gender/age/current employment status so that we can understand how responsive this program is to people from diverse backgrounds/of different gender/according to their age/in relation to their current employment. We use this information only for research purposes and never identify an individual person's information unless approved by the person supplying this information.

Some of the information we ask you for, such as your country of birth, the language you speak at home or your current receipt of benefits such as Centrelink payments is used only for funding and planning purposes. Your name and address are not disclosed to funding bodies when we send this information to them.

You do not have to tell us all of the information we ask for. For example you may not want to tell us your ethnic origin or about a medical condition you may have. That will not prevent you from having access to our services. This information is sought so that we can provide you with appropriate support and so that Merinda Park Learning and Community Centre Inc receives specific funding for our programs. This information is kept strictly confidential and secure.

Other information collected

We may verify information about your qualifications by seeking information from the training body that you obtained the qualification.

Information will also be sought from those you have named as referees to support your application.

Mandatory use of information

There are some circumstances when we are required to disclose personal or health information about you. If a law requires a disclosure we will let you know.

Collecting and holding correct information

It is important that your information is accurate and up to date. If you think that any information we hold on you requires correction or updating contact your Manager or reception. It is important that all information collected is always the most current information.

You do not have to supply us all the information we ask for. For example you may not want to tell us your ethnic origin or about a medical condition you may have. That will not prevent you from having access to our services. This information is sought so that we can provide you with appropriate support. This information is kept strictly confidential. If you have any concerns contact the Manager of the service you are obtaining.

Security

The information about you that you give us is kept secure and treated as confidential. We respect your right to privacy and will release information about you only with your written consent.

If you want to access any information we hold about you, contact the Manager of the service that holds such information.

Email and Electronic Forms

We will record your email address to enable us to contact you should we need to or to provide you with information regarding information about the Centre and its' activities.

The information collected by email or electronic forms will be used only for the purpose for which you provided it and will not disclose it without your consent, except where authorised or required by law.

Publishing Personal Information

We will only publish personal information if it has been collected for this purpose with your express knowledge and if you have consented to the disclosure. When giving such consent you should be aware that information published is possibly accessible by millions of users globally, that it will be indexed by search engines and that it may be copied and used by any web user. This means once the information is published, we will have no control over its subsequent use and disclosure.

Cookies

A cookie is a small amount of information stored on your computer by our web site server. It is information that your web browser back to our web site whenever you visit it again. We use cookies to 'remember' your browser between page visits. In this situation, the cookie identifies your browser, not you personally. No personal information is stored within the cookies.

Complaints

If you believe your personal information is not being protected to the standards set out in the APP under the Privacy Laws you can make a formal complaint to Merinda Park Community Centre Inc. CEO who will investigate according to the Complaints and Grievance Policy and it will be acted upon within a set timeframe following correct policy and procedures. Should the matter not be resolved then you can make a further complaint to the MPLCC Committee of Management. Unresolved complaints can be referred to the Health Services Commissioner or the Victorian Privacy Commissioner.

Legislation to be aware of :

Commonwealth Law – Privacy Act 1988 from 12th March 2014, sets out the new Australian Privacy Principles

State Law - Information Privacy Act 2000(Vic) which sets out the Information Privacy Principles and Health Records Act 2001 (Vic) which sets out the Health Privacy Principles.