

PRIVACY POLICY

Effective Date: 4th November 2004

Revised Date: 20th January 2020

West Gippsland Regional Library Corporation (ABN 90 793 610 846) (WGRLC) is committed to providing quality services to you and this policy outlines our ongoing obligations to you in respect of how we manage your Personal Information.

This policy is part of the WGRLC's obligation to comply with the Victorian State Government Information Privacy and Data Protection Act 2014. This Act provide a regime for the responsible collection and handling of personal information in the Victorian public sector.

1. Collection of Information

1.1 Personal Information

Personal Information is information or an opinion that identifies an individual. Examples of personal information can include name, email address, gender, age, financial and bank account details, opinions, education, and photos and videos that can be linked to an identifiable living person. It can also include date of birth, residential or postal address and postcodes.

This Personal Information is obtained in many ways including **[Membership registration, programs and event bookings, surveys, interviews, correspondence, by telephone and facsimile, by email, via our website www.wgrlc.vic.gov.au, from your website, from media and publications, from other publicly available sources, from cookies or CCTV]** and from third parties. We don't guarantee website links or policy of authorised third parties.

WGRLC only collects Personal Information that is necessary for one or more of its functions as a public library. Personal information will only be collected in a fair and reasonable way.

When we collect Personal Information we will, where appropriate and where possible, explain to you why we are collecting the information and how we plan to use it.

When a person joins the library they are asked to show current identification and to complete a membership form. In the case of a minor, a person able and willing to sign as guarantor provides the information.

1.2 Sensitive Information

Sensitive information is defined in the Privacy Act to include information or opinion about such things as an individual's racial or ethnic origin, political opinions, membership of a political association, religious or philosophical beliefs, membership of a trade union or other professional body, criminal record or health information.

Sensitive information will be used by us only:

- For the primary purpose for which it was obtained
- For a secondary purpose that is directly related to the primary purpose
- With your consent; or where required or authorised by law.

WGRLC does not collect sensitive information unless the individual concerned has consented to the collection or the collection is required or authorised by law

1.3 Third Parties

Where reasonable and practicable to do so, we will collect your Personal Information only from you. However, in some circumstances we may be provided with information by third parties. In such a case we will take reasonable steps to ensure that you are made aware of the information provided to us by the third party.

If WGRLC collects personal information about an individual from someone other than the individual it will make reasonable steps to ensure that the individual is aware of this.

2. Use and Disclosure of Information

WGRLC will not use or disclose information about an individual to outside persons other than for the purpose of collecting that information unless:

- The individual has consented to its use or disclosure,
- The use or disclosure is required or authorised by law,
- WGRLC believes there is a serious and imminent threat to an individual's or the public's life, health or safety,
- WGRLC has reason to believe that unlawful activity has been, is being or may be engaged in,
- WGRLC does not make any information on Library members available to a commercial third party other than a debt collection agency recovering debts on behalf of WGRLC.

A member's personal record may not be accessed by anyone other than Library staff, and then only for the purpose of carrying out Library transactions or activities.

If Personal Information is required to be provided by legislation or court order, a record of that disclosure will be kept. All communications from WGRLC will contain WGRLC's postal address, telephone number, and fax number.

Your Personal Information will not be shared, sold or disclosed other than as described in this collection notice.

We may use and disclose the information we collect about you via survey, solely for the purpose of informing the design of new library services and programs for West Gippsland Libraries. Your personal information will not be shared, sold or disclosed other than as described in this collection notice. All hard copy and online copy surveys will be destroyed and deleted once data from the Survey has been analysed.

Survey data will be used to inform the inquiry or program to which they relate and may also be used for any subsequent reporting, and for promotion and utilisation of the report and the program. For example we may quote your answers in a report or promotional material. If we do this we will not use your name or address or any other information that could identify you unless we get your permission.

3. Data Quality

WGRLC will take reasonable steps to ensure any Personal Information it collects, uses or discloses is up-to-date, complete and correct. Members can update their details at any time by contacting their local branch.

A library membership record includes name and address, telephone number(s), postal address where required, and date of birth and appropriate parent or guardian details in the case of child members. It also includes details of any library items that the member may have on loan, details of currently outstanding fines or lost/damaged book accounts, and details of any reservations.

Membership records are valid for three years. If any Library card is not used for a period of three years, then the membership automatically lapses. Inactive records are regularly purged on a monthly basis. This does not occur if there are outstanding debts (overdue fines or items) listed on the record. Membership forms are destroyed once the member information is placed on the computer database.

It is an important to us that your Personal Information is up-to-date. We will take reasonable steps to make sure that your Personal Information is accurate, complete and up-to-date. If you find that the information we have is not up to date or is inaccurate, please advise us as soon as practicable so we can update our records and ensure we can continue to provide quality services to you.

4. Data Security

WGRLC takes reasonable steps to protect Personal Information it holds from any misuse or loss, unauthorised access, modification or disclosure. WGRLC will take reasonable steps to destroy or de-identify Personal Information if it is no longer required. However, most of the Personal Information is or will be stored in client files which will be kept by us for a minimum of 3 years.

WGRLC computer systems are protected by various means to ensure that Personal Information is not made available to unauthorised persons.

WGRLC have policies and physical safeguards in place to ensure the security of Personal Information as well as backup and recovery systems to prevent the loss of Personal Information.

5. Openness

This privacy policy is available to anyone who requests a copy. Further upon request WGRLC will make available to any person or organisation the type of Personal Information we hold and the purpose of collecting, holding, using and disclosing that information.

6. Access and Correction

Where WGRLC holds Personal Information about an individual that individual will be able to access that personal information upon request, unless the request

- is frivolous or vexatious;
- would have unreasonable impact on the privacy of others;
- refusal is in accordance with appropriate laws or access is otherwise not required by the Act;
- The information relates to existing legal proceedings between WGRLC and the individual.

A Library member is entitled to see their computer record at any time, on production of their library card or suitable identification. A parent or guardian is entitled to see the record of a minor for whom they have signed as guarantor.

Housebound Service volunteers are only provided with medical and Personal Information about their clients that is necessary for them to make selections and provide a service to that person.

In most circumstances WGRLC expects that we would be able to provide members with the Personal Information requested or reasons for denial to access within 45 days of receipt of the request for access.

7. Unique Identifiers

WGRLC assigns unique barcode identifiers to each Library member for the purpose of conducting the business of the Library Service. WGRLC will not identify any individual by any Commonwealth government identifier such as Medicare or Tax File Numbers.

8. Anonymity

Where it is lawful and practicable, Members have the option of remaining anonymous when transacting with WGRLC.

9. Transborder Data Flows

WGRLC usually stores survey responses and personal information on its databases in Australia and will keep that information in accordance with the Privacy and Data Protection Act 2014.

9.1 Offshore storage

West Gippsland Libraries may use SurveyMonkey or Google Analytics for the collection, aggregation and analysis of statistical information and survey data. The information collected is transmitted and stored securely on offshore servers and accessed by WGRLC in accordance with this Privacy Policy and Terms of Use.

10. Statistical Information

WGRLC does use some membership information for its own statistical purposes. This allows us to plan for improving or extending Library services, and to meet changes in demand for services. We do not identify individuals by name or address when compiling this statistical information.

11. Review

This policy is to be reviewed as required due to changes in the handling and storage of personal information by WGRLC. This Policy may change from time to time and is available on our website.

12. Privacy Officer and Complaint Procedures

WGRLC has appointed a privacy officer (CEO) who can be contacted for all enquiries on this policy, requests for access, requests for correction and complaints. Any individual who believes WGRLC has interfered with their privacy and who is not satisfied they have received an appropriate response from WGRLC may complain to the State Privacy Commissioner or the Health Services Commissioner.

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