Privacy Policy –

myli my community library

visit:
myli.org.au

myli my community library

OUR VISION

Our vision is for connected, inclusive and resilient communities that are supported to grow and thrive.

MISSION

SUPPORTING OUR COMMUNITIES IS OUR MISSION. WE HELP PEOPLE:

Connect
We are responsive and bring people together

Belong
We are inclusive and work with you

Learn
Our free resources allow minds to explore and create

OUR VALUES

Relationships
We build relationships with our stakeholders, communities and each other.

Excellence
We will deliver excellence in everything we do.

Bravery
We anticipate and bravely adapt with the changing needs of our communities.

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Document Creator: Bec Noone Manager Marketing and Online Services	**Approved:** November 2025 **Approved By:** The Board **Signed:** Board Chairperson **Next Review Date:** November 2027

1. Title

Privacy Policy

2. Policy Statement

Myli – My Community Library Ltd (ABN 92 653 088 610) (Myli) is committed to the responsible management of personal information. We do this by following the Australian Privacy Principles (APPs). Myli is also guided by our core values including relationships, excellence and bravery. Our Privacy Policy follows both the law and our values. We manage personal information openly, transparently, and follow the rules (APPs) when collecting, storing, using, and sharing personal information. This includes meeting the updated requirements of the Privacy and Data Protection Act 2014 (Vic) and the Australian Privacy Principles (APPs) following the 2024–25 privacy law reforms.

3. Purpose

This policy explains how Myli manages personal information in line with the Australian Privacy Principles (APPs) in the Privacy Act 1988 (Cth), the Privacy and Data Protection Act 2014 (Vic) and the Health Records Act 2001 (Vic). It outlines how we meet our obligations to be open and transparent in handling personal information, as required by APP 1.

4. Scope

This policy explains what personal information Myli collects, why we collect it and how we manage it across all Myli services, programs, surveys, digital platforms and membership activities.
It applies to all Myli employees, volunteers, contractors and service providers who handle personal information on behalf of Myli.

5. Policy Details

At Myli, we want to provide great services, and this policy explains how we look after your personal information. It also shows how we follow the rules in the Privacy Act 1988 and the Australian Privacy Principles (APPs), as well as relevant Victorian privacy and health records legislation. These laws guide how we collect, use and protect personal information.

5.1. Collection of Information

i. Personal Information

Personal Information is details or an opinion that that identifies you, or could reasonably identify you. Examples of personal information can include name, email address, gender, age, financial and bank account details, opinions, education, and photos and videos that identify you or could reasonably identify you. It can also include date of birth, residential or postal address and postcodes.

Myli collects personal information in different ways such as when you register for membership, book programs or events, fill out surveys, have interviews, send us messages by phone, fax, or email, use our website, or from publicly available sources. We may also get information from cookies or CCTV and from trusted third parties.

Myli makes every fair and reasonable effort to work with third parties who have good privacy practices. We only collect the personal information we really need to deliver library services, and we do it 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 you become a member of the library, we ask you to show identification and fill out a membership form. If you are a minor, a person who can act as a guarantor will provide the information.

ii. Donor Information

Myli collects personal information from people who make a donation. This may include name, contact details, donation amount, communication preferences and any information needed to issue receipts or meet legal and financial reporting requirements.

We use this information to process donations, send receipts, manage donor records and communicate about relevant fundraising activities. We only collect the information needed for these purposes and handle it in line with this Privacy Policy.

Myli does not store full credit card details in our systems. Financial information used for donations is processed securely through our payment providers.

Donor information will not be shared, sold or disclosed except as outlined in this Privacy Policy or when required by law.

iii. Collection of Sensitive Information

Myli may collect personal information that is considered *sensitive information* as defined in the Privacy Act 1988, including details or opinions about a person's racial or ethnic origin, religious beliefs, health information and sexual orientation.

At Myli, we will only use sensitive information:

- For the main reason we collected it.
- For a related reason that connects to the main reason.
- With your permission.
- When the law says we must or allows us to.

Myli will not collect sensitive information unless the person consents or the law asks or allows us to do so.

iv. Third Parties

We will try to collect your Personal Information directly from you whenever it's possible and makes sense. However, sometimes we might get information from other people or trusted companies. If that happens, we will do our best to let you know that we have received information from them as required under privacy law.

5.2. Use and Disclosure of Information

Myli will not share or tell others about an individual's information unless:

- The individual agrees to it.
- The law says we must share it.
- There is a serious and urgent risk to someone's life, health, or safety.
- We suspect someone is doing something illegal.
- Myli won't give information about library members to a commercial third party, except for a debt collection agency trying to recover debts for Myli.

Myli manages donor information in the same way as other personal information and does not share, sell or disclose donor details except as required by law or with consent. Only library staff can access a

member's personal record, and only for library-related tasks. If we have to share your information because the law or a court order requires us to, we will keep a record of it. Any communication from Myli will have our address, phone number and email. We won't share, sell, or tell others your Personal Information, except as explained in this Privacy Policy.

If we collect Personal Information from competitions or surveys, it's only for promoting or improving library services and programs for Myli. We won't share, sell, or tell others your Personal Information, except as explained in this Privacy Policy. Once we analyse the collected information, we will destroy any hard copies or delete any files that contain any Personal Information. We may keep original survey responses, that are used to compare performance over time.

The information we collect from competitions or surveys may be used for the specific competition, survey, or program it's related to. We may also use it for reporting and promoting that report, service, or program. For example, we might quote your answers in a report or promotion, but we won't use your name or any other information that could identify you without your permission.

5.3. Data Quality

Myli wants to make sure that the Personal Information we collect, use, or share is accurate and up-to-date. If you are a member and need help updating your details, you can contact your local library branch or reach out to the Myli support centre or live chat on myli.org.au. You can also update your Personal Information by logging into your library account online or using our app. Donors can ask us to update their contact details or communication preferences at any time, and Myli will make sure donor records in our CRM are kept accurate and current.

A library membership record includes your name, address, phone number(s), and date of birth. For kids, we also have their parent or guardian's details. It also shows what library items you have borrowed, any fines or lost/damaged items, printing balances and any reservations you have made.

You can make online payments to update your printer balance, pay lost/damage fees, make donations or meeting room hire through a secure payment gateway. We don't keep any of your credit or debit card details. Your payment information is processed safely through the payment gateways provided by NAB, PayPal and Stripe, so your financial information is secure.

Your membership is valid for three years. If you don't use your Library card for three years, your membership will expire. We regularly delete inactive records every month, but we won't delete any memberships that have outstanding debts like charges for lost/damaged items.

When you fill out a membership form, we put the information into our computer database and then destroy the form. Non-member information, such as contact details collected through surveys, events or donations, is also reviewed periodically to ensure accuracy and relevance.

It's essential for us to have accurate information about you. We'll do our best to keep your information correct and up-to-date. If you find that any information we have is wrong or not current, please let us know so we can fix it and continue providing good services to you.

5.4. Data Security

Myli protects your Personal Information by taking reasonable steps to make sure it is not misused, lost, accessed by unauthorised people, or changed without permission.

Most of the Personal Information is stored in membership records, and we will keep them for at least three years unless a longer retention period is required by law. If we no longer need your Personal Information, we will either destroy it or remove any details that could identify you.

Our computer systems are protected to make sure your Personal Information is not seen by unauthorised individuals. We have policies and physical safeguards in place to keep your Personal Information secure. We also have backup and recovery systems to prevent any loss of your Personal Information.

In addition, we provide regular staff training, use role-based access controls, and review access permissions to ensure your information is only seen by those who need it.

Data Breach Response
Myli complies with the Notifiable Data Breaches (NDB) Scheme under the Privacy Act 1988 (Cth) and has procedures in place to respond to privacy breaches and data incidents, including:

- Containing and assessing the breach
- Notifying the Office of the Victorian Information Commissioner (OVIC) and affected individuals where required
- Taking steps to prevent recurrence

5.5. Openness

You can ask for a copy of this Privacy Policy, and we'll give it to you. If you want to know more about what kind of Personal Information we have and why we collect, use, or share it, you can ask us.

5.6. Access and Correction

If Myli has your Personal Information, you can ask to see it, and we will show it to you unless:

- The request is not serious or is meant to cause trouble.
- Showing the information would hurt the privacy of other people.
- The law says we can't give you access to it.
- The information is related to a legal matter between you and Myli.

As a library member, you can check your computer record anytime by showing your library card or suitable identification. If you are a parent or guardian of a minor, you can see their record if you have signed as their guarantor.

Home Delivery volunteers are only given any medical and Personal Information they need to select items and provide service to clients.

We expect to provide you with the requested Personal Information or explain the lawful reason for not giving access within 45 days of receiving your request.

5.7. Unique Identifiers

Myli gives every Library member a special barcode to help with library activities. We won't use or collect any government identifiers like Medicare or Tax File Numbers to identify anyone.

5.8. Anonymity

If it's allowed and possible, Members can choose to keep their identity private or use a pseudonym while interacting with Myli.

5.9. Transborder Data Flows

Myli usually stores survey responses and Personal Information in its databases in Australia. We will keep this information following the rules of the Privacy Act 1988 and take reasonable steps to ensure

overseas providers handle it in accordance with Australian privacy requirements..

5.10. Offshore storage

Myli might use tools like SurveyMonkey or Google Analytics to gather and analyse survey data and statistics. This information is securely transmitted and stored on servers located outside the country, subject to contractual and technical safeguards to protect your privacy. Myli follows this Privacy Policy and Terms of Use when accessing the information.

5.11. Statistical Information

Myli uses some membership information for statistics. This helps us plan and improve library services to meet people's needs better. We don't use names or addresses of individuals in this statistical data.

6. Roles and Responsibilities

The following positions are responsible for approving, implementing, complying with, monitoring, evaluating reviewing and providing advice on the policy and procedures:

Implementation	CEO and Manager Marketing and Online Services
Compliance	All employees, volunteers, Board Members and Community Advisory Committee members
Document Development/review	Manager Marketing and Online Services
Interpretation / Advice	CEO and Manager Marketing and Online Services

7. Supporting Documents

This policy should be read in conjunction with all other relevant, Myli policies and procedures, as well as relevant legislative requirements including:

- Privacy Act 1988
- Australian Privacy Principles
- Privacy and Data Protection Act 2014 (Vic)
- Health Records Act 2001 (Vic)

8. Human Rights Charter

This policy has been considered in relation to the *Victorian Charter of Human Rights and Responsibility Act 2006* and is determined that it does not contravene the Charter.

9. Monitoring, Evaluation and Review

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

Myli has appointed a privacy officer (CEO) who can be contacted for all enquiries on this policy, requests for access, requests for correction and complaints.

Privacy Officer
Myli – My Community Library Ltd (ABN 92 653 088 610) (Myli)
2/65 Victoria Street, Warragul VIC 3820
Ph: (03) 5622 2849
myli.org.au
ceo@myli.org.au

Any individual who believes Myli has interfered with their privacy and who is not satisfied they have received an appropriate response from Myli may complain to the Office of the Australian Information Commissioner's (OAIC). For more information visit: https://www.oaic.gov.au/

Individuals may also contact the Office of the Victorian Information Commissioner (OVIC) for concerns relating to Victorian privacy or health records legislation.

10. Non-compliance, Breaches and Sanctions

Failure to comply with the Myli policy, supporting procedures or guidelines, will be subject to investigation which may lead to disciplinary and/or legal action.

11. Definitions and Abbreviations

Detailed information on the Privacy Act 1988 and Australian Privacy Principles including how to make an official privacy complaint can be accessed on the website of the Office of the Australian Information Commissioner's (OAIC) **oaic.gov.au.**