

Alexandra Community Hub

Privacy Policy

Policy No: 15

Policy:

Alexandra Community Hub (ACH) is committed to protecting the privacy of personal information which the organisation collects, holds and administers. Personal information is information which directly or indirectly identifies a person.

ACH is required to collect personal information for a range of purposes. However information will only be used for the purpose for which it was collected, unless the individual agrees otherwise, or the use or disclosure of the sensitive information is allowed by law. Consent will be obtained from individuals before any information is used for other purposes for example marketing.

All information provided to ACH will be protected to ensure that it is only accessible by those who require the information in order to do their jobs.

ACH will endeavour to ensure that personal information we hold is accurate, complete, up to date and relevant to our functions or activities.

ACH recognises the right of individuals to access personal information that is held about them.

Procedure:

1. Ensure all stakeholders are made aware of the privacy policy when accessing services at ACH.
2. Collect only information which the organisation requires for its primary functions.
3. Ensure that stakeholders are informed as to why the information is collected and how the information gathered is administered.
4. Use and disclose personal information only for our primary functions or a directly related purpose, or for another purpose with the person's consent.
5. Ensure personal information is stored securely, protecting it from unauthorised access.
6. Provide stakeholders with access to their own information, and the right to seek its correction.
7. Ensure that individuals have access to their own personal information. Should the individual not be known to the person who is providing access to the information identification should be sought from the individuals. Requests for access should nominate the type of access required and where possible, what information they seek.
8. Ensure that wherever it is lawful and practicable, individuals have the option of not identifying themselves when entering transactions with our service.
9. Ensure that Complaints policy and procedures are followed should there be a complaint about breach of privacy

Related Standards for RTO's 2015

Standard 5

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Version	Original	1	2	3	4	5	6	7	8
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Related Legislation

Privacy Act 1998
Victorian Privacy Information Act 2000
Australian Privacy Principle 2014

Related Documents

Pre-enrolment Information
Enrolment Forms
Complaint Form
Consent to Release Form

Related Policies

Complaints Policy
Records Management Policy

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