

# Privacy Policy

To help individuals and organisations better understand the personal information we gather and the practices we employ, Wimmera Regional Library Corporation has developed a Privacy Policy that covers the following areas:

- Information collected,
- Use and disclosure of information,
- Accessing and updating of information,
- Security,
- Contact details.

Wimmera Regional Library Corporation (WRLC) is committed to protecting the privacy of personal information. This Privacy Policy sets out our personal information management practices.

Throughout this Privacy Policy, WRLC refers to your “personal information” which means information or an opinion (including information or an opinion forming part of a database), that is recorded in any form, whether true or not, about an individual whose identity is apparent, or can be reasonably ascertained, from the information or opinion. Your home address and home telephone numbers are examples of personal information.

Wimmera Regional Library Corporation complies with the Privacy Principles set out in the *Information Privacy Act 2000* (Vic) and any other applicable laws to protect privacy.

## Information Collected

The WRLC only collects personal information that is necessary for our functions and activities, or the functions and activities of our member organisations. It will not collect personal information in an unfair, unlawful or unreasonably intrusive manner. The personal information collected will only be used for the purpose of providing information necessary in forming the membership database of WRLC. The information collected consists of the following:

- Form of address
- Name
- Address
- Telephone number
- Date of birth
- Parent’s, guardian’s or carer’s name (for children under 18)
- Identification (e.g. licence number.)

Generally we try to collect personal information directly from individuals, however there are certain situations in which we may collect personal information about

individuals from someone else. In either case, we will take reasonable steps to ensure that the individual is aware of the purposes for which the information is collected.

The information is listed in the WRLC's non-public database, and may be used to produce information resources relevant to the needs of the organisation.

If the WRLC is not provided with the personal information requested, it may not be able to fully carry out its functions and activities.

## **Use & Disclosure of Information**

The WRLC will use or disclose personal information which we collect:

- In accordance with this Privacy Policy;
- In accordance with the Information Privacy Principles;
- Where you have consented to the use or disclosure; or
- For the main purpose(s) for which the WRLC collected it, or for related purposes which you would reasonably expect which may include:
  - a) subject to the Information Privacy Act 2000 (Vic), to provide you with information relating to the WRLC or details about its services that may be of interest to you, unless you have previously advised that you do not wish to be contacted for those purposes;
  - b) purposes related to WRLC's research, planning service development, security, testing and risk management; and
  - c) to assist the WRLC in planning and delivering services.

The WRLC may otherwise use or disclose personal information where required or authorized by law, which may include emergency situations and assisting in law enforcement.

## **Accessing and Updating Information**

If an individual wishes to request access to or to correct any personal information the WRLC holds about them, they may contact the WRLC by using the "Contact Details" set out below. Individuals should provide as much detail as possible about the particular information sought, in order to help the WRLC to retrieve it. Individuals must have appropriate identification before this information will be released to them.

In certain circumstances, the WRLC may be required by law to allow access to or correction of personal information. If that is the case, it will provide reasons for that decision.

The WRLC will always take reasonable steps to make sure that the personal information collected, used and disclosed is accurate, complete and up-to-date.

## **Security**

The WRLC always takes reasonable steps to protect all of the personal information it holds from misuse and loss and from unauthorized access, modification or disclosure. This protection applies in relation to information stored in both electronic and hard copy forms.

The WRLC assigns its own unique identifier (i.e. membership number) to its members to allow it to carry out its functions and services. This unique identifier is not disclosed to any other parties at any time.

The WRLC may ask its members to provide a unique identifier, when this is necessary to enable it to carry out any of its functions effectively.

## **Disposal**

The membership database is regularly purged to remove those members who have not used the services of WRLC for three years, except for the records of those members with outstanding debts with WRLC.

## **Openness**

The WRLC's Privacy Policy will be available for public display at all branches and will be listed on its web site.

Customers will be informed on the membership application form and on the web site that all information they provide will be treated as private.

## **Anonymity**

Wherever it is lawful and practicable, individuals can have the option of not identifying themselves when entering transactions with WRLC.

## **Sensitive Information**

The WRLC does not collect information of a sensitive nature.

## **Contact Details**

If you have any questions or feedback about privacy, or you wish to make a complaint about the way in which the WRLC handled your personal information, please contact:

Email: WRLC.library@wrlc.org.au  
Tel: 03 5382 1777  
Address: Mibus Centre, 28 McLachlan St., Horsham 3400