

Privacy Policy Compliance Policy

Purpose

The purpose of this policy is to outline the principles that must be followed when collecting, using, disclosing or storing personal information collected from individuals who interact with Arts Centre Melbourne.

Scope

This policy applies to Arts Centre Melbourne team members, contractors and any other agents carrying out an outsourced function on behalf of Arts Centre Melbourne, when handling personal information collected from Arts Centre Melbourne activities.

Principles

Privacy is a basic human right preserved by the Universal Declaration of Human Rights and the Victorian Charter of Human Rights and Responsibilities.

All Victorian Public Sector organisations including Arts Centre Melbourne, must comply with the *Privacy and Data Protection Act 2014 (Vic)* (**Act**) when handling personal information about individuals who interact with them. Arts Centre Melbourne is also subject to the *Health Records Act 2001 (Vic)* in relation to the collection of health information such as information about the accessibility needs of patrons or pre-employment medical information relating to job applicants.

The Act sets out ten Information Privacy Principles (**IPP**), which are the basis for the content of this policy and are referred to where appropriate:

- IPP 1 Collection
- IPP 2 Use and Disclosure
- IPP 3 Data Quality
- IPP 4 Data Security
- IPP 5 Openness
- IPP 6 Access and Correction
- IPP 7 Unique Identifiers
- IPP 8 Anonymity
- IPP 9 Transborder Data Flows
- IPP 10 Sensitive Information

Similar Health Privacy Principles (**HPP**) apply under the Health Records Act in relation to the use and management of health information, except with tighter safeguards in relation to secondary uses of health information.

Arts Centre Melbourne is also an entity to which the *Freedom of Information Act 1982 (Vic)* (**FOI Act**) applies. This is relevant to IPP6 and HPP6, since the rights of access under the FOI Act apply to the exclusion of the rights of access under IPP6 and HPP6. As such, in the case of Arts Centre Melbourne and the personal information that it holds, applications for access and/or correction must be made under the FOI Act. Refer to Attachment D of this Policy for more information.

Policy

1 Personal Information and Health Information

1.1 Personal information is information or an opinion that is recorded in any form, about an individual whose identity is apparent or can reasonably be ascertained from the information or opinion.

E.g. Name, address, telephone or mobile number, email address, photographs, CCTV footage, date of birth, usernames & passwords, bank details, employment history, Tax File number or any other type of information that could enable an individual to be identified.

1.2 Even if the information or opinion is not true, it may still be classified as personal information if an individual can be readily identified from it.

1.3 Health information is a sub-category of personal information and of relevance to Arts Centre Melbourne, includes information or opinion about the physical or mental health, or disability, of an individual.

E.g. information about a visitor's disability or access requirements or pre-employment medical information collected from job applicants.

2 Collection (IPP 1)

- 2.1 Arts Centre Melbourne must not collect personal information unless the information is necessary for one or more of its functions or activities.
- 2.2 When collecting personal information the following must be considered before information is collected:
- (a) whether the collection is necessary for one or more of Arts Centre Melbourne's functions or activities;
 - (b) whether that function or activity could be performed without requiring the collection of that personal information; and
 - (c) what the consequences would be of an individual's failure to provide specific personal information that would be requested of them.
- 2.3 If it is determined that it is necessary to collect personal information from an individual, the amount of information collected should be limited to what is absolutely necessary to carry out the function or activity.

E.g. It is necessary to collect the name, address and contact details in an individual's Membership application, in order for them to receive the benefits of Arts Centre Melbourne's Membership program.

However, it is unlikely that it is necessary to collect information about that person's marital status in order for them to receive those benefits.

- 2.4 If information is being collected that is not necessary to carry out the function or activity, the individual must be made aware that it is not mandatory to supply that information.
- 2.5 Arts Centre Melbourne must collect personal information only by lawful and fair means and not in an unreasonably intrusive way. In addition, any collection of personal information through optical surveillance devices (CCTV) must meet the requirements of the *Surveillance Devices Act 1999* (Vic), including reasonable notice being given of the use of CCTV.
- 2.6 At or before the time Arts Centre Melbourne collects personal information from an individual (or, if that is not practicable, as soon as practicable after), Arts Centre Melbourne must take reasonable steps to ensure that the individual is aware of:
- (a) the identity of the organisation collecting the information (that is, Arts Centre Melbourne) and how to contact it; and
 - (b) the fact that the individual is able to gain access to the information; and
 - (c) the purposes for which the information is collected; and
 - (d) the organisations or kinds of organisations to whom Arts Centre Melbourne usually discloses information of that kind;
 - (e) any law that requires the particular information to be collected; and
 - (f) the main consequences (if any) for the individual if all or part of the information is not provided; and
- 2.7 Arts Centre Melbourne's Privacy Statement (**Attachment C**) sets out:
- (a) the identity of the organisation collecting the information (that is, Arts Centre Melbourne) and how to contact it; and
 - (b) the fact that individuals are able to gain access to personal information held about them by Arts Centre Melbourne;
 - (c) the purposes for which Arts Centre Melbourne usually collects personal information; and
 - (d) the organisations or kinds of organisations to whom Arts Centre Melbourne usually discloses personal information.
- 2.8 In most instances when collecting personal information, it will be sufficient to draw the individual's attention to the Privacy Statement. However, where you are collecting information not specifically listed in the Privacy Statement, or where it is being used or disclosed in a manner not addressed in the Privacy Statement, this should be separately notified to the individual at the time the information is being collected using a Collection Statement. An Image Consent Form should be used where it is proposed to use an individual's image for marketing purposes. Refer Attachment B for further information.

- 2.9 Individuals must be made aware of the consequences to them if they don't provide their personal information to Arts Centre Melbourne.

E.g. If a ticket buyer doesn't provide Arts Centre Melbourne with their phone number (or email address) when they buy tickets, we will be unable to notify them if there are any changes or cancellations to the event they have purchased tickets to. This should be explained to them at time of purchase.

- 2.10 Arts Centre Melbourne collects personal information via its authorised ticketing agents such as Ticketmaster, to the extent necessary to manage that booking. However, where personal information is collected in this way, Arts Centre Melbourne will only use that information for marketing purposes where the individual has opted in to receiving marketing information from us.
- 2.11 If Arts Centre Melbourne collects personal information about any individual(s) from someone else (e.g. a marketing "list"), it must take reasonable steps to ensure that the individual(s) is or has been made aware of the matters listed above, and has provided a form of consent to their information potentially being passed on to third parties for marketing purposes. Any planned purchase of marketing lists must be reviewed by the Privacy Officer before being completed.
- 2.12 If Arts Centre Melbourne wishes to monitor telephone calls for business improvement purposes (e.g. in the Ticketing call centre) the customer must be made aware prior to the telephone call taking place that the call will be monitored. Any team member who will be involved in these telephone calls must be made aware that some of their calls may be monitored.

3 Use and Disclosure (IPP 2)

General use and disclosure

- 3.1 Arts Centre Melbourne may use or disclose personal information for the purposes for which it was collected (referred to as "**primary purposes**"). These will be the purposes as set out in Arts Centre Melbourne's Privacy Statement, or other purposes as notified to the individual at the time that the information is collected.
- 3.2 Arts Centre Melbourne must not use or disclose personal information about an individual for a purpose other than the primary purpose (that is, for a secondary purpose) unless:
- (a) the secondary purpose is related to a primary purpose; OR
 - (b) the individual has consented to the use or disclosure; OR
 - (c) Arts Centre Melbourne has reason to suspect that unlawful activity has been, is being or may be engaged in, and uses or discloses the personal information as a necessary part of its investigation of the matter or in reporting its concerns to relevant persons or authorities; OR
 - (d) the use or disclosure is required or authorised by or under law.
- 3.3 It can be very difficult to determine what secondary uses or disclosures are permitted, therefore the Privacy Officer must be consulted prior to using or disclosing personal information outside of a primary purpose, or where the individual has not otherwise consented to the use and disclosure of the information. There are more stringent requirements in relation to the use of health information for secondary purposes and in all cases the Privacy Officer must be consulted before the use of health information for any such purpose.

Disclosure to third parties

- 3.4 The Privacy Statement sets out the categories of third parties to whom Arts Centre Melbourne may need to disclose personal information in connection with the primary purpose of collection. Examples include presenters, authorised ticketing agents, and information technology service providers.
- 3.5 Only the personal information necessary for the third party to perform their stated activity should be disclosed.
- 3.6 Where a proposed disclosure is secondary to the primary purpose for which the information was collected (for example, for marketing purposes and not simply to manage a ticket purchase), consent may be required from the individual. This may be in the form of an opt out at the time of ticket purchase. See also paragraph 3.3 for additional guidance.
- 3.7 It is important that Arts Centre Melbourne ensures any third parties it discloses personal information to are contractually obliged to handle that personal information in line with the IPPs. Please consult the

Privacy Officer before entering into arrangements with third parties when personal information will be disclosed.

- 3.8 Additional requirements may apply if the third party is located offshore. It is the strong preference of Arts Centre Melbourne that third parties have their servers and otherwise retain personal information in Australia.

Disclosure to Presenters

- 3.9 Customer personal information can only be disclosed to Presenters for them to use for marketing purposes, where that customer has specifically consented to this use when purchasing a ticket.
- 3.10 Customer personal information can only be disclosed to Presenters for them to use for research purposes (as per the Privacy Statement), where the Presenter has signed a letter of agreement to comply with Arts Centre Melbourne's terms of use, the *Privacy and Data Protection Act 2014 (Vic)*, and to indemnify Arts Centre Melbourne for any liability arising from the misuse of information.
- 3.11 Any personal information disclosed as per clauses 3.9 and 3.10 must be restricted to the minimum amount required for the Presenter to perform their marketing or research purpose.

Disclosure to law enforcement agencies

- 3.12 If a law enforcement agency requests personal information, the request must be passed to the Privacy Officer for action.

Disclosure in emergency situations

- 3.13 In an emergency situation, personal information may be disclosed to a third party if it is reasonably believed that disclosure is necessary to lessen or prevent either of the following:
- (a) A serious and imminent threat to an individual's life, health, safety or welfare; or
 - (b) A serious threat to public health, safety or welfare.

Direct marketing

- 3.14 Personal information collected from an individual must not be used for direct marketing purposes, unless the individual has consented to this use.
- 3.15 Personal information about individuals held by Arts Centre Melbourne, must never be sold to another party, or disclosed to a third party who is known to be in the business of on-selling customer lists.
- 3.16 Additionally, personal information must not be disclosed to third parties for them to use for direct marketing purposes unless the individual has consented to this use and disclosure.
- 3.17 Obtaining consent for direct marketing from Arts Centre Melbourne must not be bundled with obtaining consent for another use or disclosure, or with consent to disclosure to another party for them to use for direct marketing purposes. Individuals should have the freedom to provide their personal information for a primary purpose, without having to agree to their information being used for direct marketing purposes, or without having the choice of who they consent to receiving direct marketing from.

E.g. When processing a ticket sale, it would not be acceptable to only give a customer the option of consenting to both receiving marketing material from Arts Centre Melbourne and to the disclosure of their information to Presenters to use for marketing purposes, in the same question.

Instead two separate questions should be asked of the customer:

- (i) Do they give consent to Arts Centre Melbourne using their personal information to send marketing material?**
- (ii) Do they consent to Arts Centre Melbourne disclosing their personal information to Presenters to use for marketing purposes?**

- 3.18 See section 2.11 of this policy for guidance on the purchase of marketing "lists".
- 3.19 All electronic marketing messages should include a functional unsubscribe function in accordance with the *Spam Act 2003 (Cth)*.

4 Data Quality (IPP 3)

- 4.1 Arts Centre Melbourne must take reasonable steps to ensure that the personal information it collects, uses and discloses is accurate and up to date.

- 4.2 When collecting personal information, where possible confirm with the individual that that information has been recorded correctly.

E.g. If collecting information from an individual over the phone or in person, always read their details back to them and confirm the spelling, particularly with unusual words or names, names that can have varied spellings, and unclear letters.

- 4.3 If an individual notifies Arts Centre Melbourne of any changes to their personal information, or preferences in terms of how that information is used, those changes must be processed and entered into all databases where their information is held as soon as possible after the notification is received.
- 4.4 If information is to be used after the time it was collected, consideration should be given to the accuracy of the information and the impact on the individual if it is inaccurate. If inaccurate information could have an adverse impact on the individual, then steps should be taken to verify the accuracy and completeness of the information before it is used.

E.g. If the address details in an existing customer record are to be used to send tickets to a customer, the address details held should always be verified with the customer during the current transaction to ensure the tickets are sent to the correct address.

- 4.5 If personal information is being transferred from one location to another, e.g. from hard copy to soft copy, or from one database to another, checks must be made to ensure the data is transferred completely and accurately.

5 Data Security (IPP 4)

- 5.1 Arts Centre Melbourne must take reasonable steps to protect the personal information it holds from misuse and loss and from unauthorised access, modification or disclosure, in line with Arts Centre Melbourne's Information Security Policy.
- 5.2 Arts Centre Melbourne must take reasonable steps to destroy or permanently de-identify personal information if it is no longer needed for any purpose.

Access to Personal Information

- 5.3 Only staff members and other authorised individuals who require access to personal information to carry out their specified job role should have access to that information, whether that be access to, or within an Information System, or physical access to hard copy information.

E.g. Only payroll staff should have access to payroll data, only team members who need access to customer details to carry out their job roles should have access to that customer data in the ticketing system.

Storage of Personal Information

- 5.4 Personal information held in a hard copy format must be filed and held securely within locked offices or filing cabinets.
- 5.5 Personal information must never be taken from the system or location it is stored within, other than to use that information in accordance with this policy.
- 5.6 The security of all systems that hold personal information must be assessed when the system is installed and reassessed on a regular basis thereafter. Access security settings must ensure that only staff who need access are able to access personal information stored within the system.
- 5.7 The storage of Personal Information on USB storage devices, CDs or other portable data storage devices (e.g. external hard drives, iPods or MP3 players) must be authorised in advance by the Privacy Officer. The Privacy Officer will advise the appropriate protocols to ensure the security of the information, such as password protection or other encryption.

Transmission of Personal Information

- 5.8 Appropriate precautions should be taken when emailing personal information and information should only be emailed when absolutely necessary.
- 5.9 If personal information needs to be emailed care should be taken to ensure email addresses are correct, that an indication is given in the email that it contains personal information, and that copies are not sent or forwarded to people who do not need that information.

- 5.10 Email addresses themselves can be personal information, and therefore care should be taken when disclosing them within an email. When sending group emails, the “BCC” (blind carbon copy) function should be used when including multiple recipients who are not Arts Centre Melbourne employees, and when the other recipients on the email do not need to know they were included in the communication.
- 5.11 Faxes containing personal information should only be sent when that information cannot be transmitted by any other method. If a fax must be sent then the confirmation page must be removed from the fax machine and receipt of the fax should be confirmed with the recipient.

Destruction or de-identification of Personal Information

- 5.12 Where personal information is no longer required for a purpose for which it can be used under the Act, and it does not constitute a Public Record (Refer *Public Records Act 1973*), or is required to be retained under any other piece of legislation, it should be de-identified or destroyed. Hard copy information must always be shredded.
- 5.13 It is strictly prohibited to destroy documents related to actual or contemplated litigation.
- 5.14 A significant amount of information held by Arts Centre Melbourne will constitute a Public Record. Therefore please refer to the *Records Management Policy* and contact the Strategic Planning and Governance team for advice before destroying or de-identifying any personal information.

Payment card data

- 5.15 Any storage, processing, transfer or purging of payment card data at Arts Centre Melbourne must be in compliance with the Payment Card Industry Data Security Standard (PCIDSS). All procurements of new systems that process, store or transfer payment card data must be reviewed by the Privacy Officer and Director, IT prior to implementation.

6 Openness (IPP 5)

- 6.1 Arts Centre Melbourne must:
 - (a) set out in a document clearly expressed policies on its management of personal information, and must make the document available to anyone who asks for it; and
 - (b) on request by a person, take reasonable steps to let the person know, generally, what sort of personal information it holds about them, for what purposes, and how it collects, holds, uses and discloses that information.
- 6.2 These requirements are met in general by Arts Centre Melbourne’s **Privacy Statement** (see **Attachment C**).
- 6.3 When collecting personal information, you should always notify individuals where they can find the Privacy Statement. The Privacy Statement can be found on Arts Centre Melbourne’s website www.artscentremelbourne.com.au.

7 Access and Correction (IPP 6) and the FOI Act

Access

- 7.1 Individuals have a right under Victorian law to seek access to and make corrections to their personal information, subject to certain limited exceptions including where access may pose a threat to the life or health of an individual.
- 7.2 Individuals may seek access to and make corrections to their personal information held by Arts Centre Melbourne by making a request under the FOI Act.
- 7.3 In some circumstances, an individual may be able to obtain access to their personal information held by Arts Centre Melbourne without making a Freedom of Information request. Please consult the Privacy Officer to determine whether or not information requested by an individual may be released outside of the FOI Act.
- 7.4 If Arts Centre Melbourne is not required to provide the individual with access to the information Arts Centre Melbourne must, if reasonable, consider whether the use of mutually agreed intermediaries would allow sufficient access to meet the needs of both parties.
- 7.5 Where providing access would reveal evaluative information generated within Arts Centre Melbourne in connection with a commercially sensitive decision-making process, Arts Centre Melbourne may give the individual an explanation for the commercially sensitive decision rather than direct access to the information.

- 7.6 All requests for access to personal information must be forwarded to the Privacy Officer before access can be granted.
- 7.7 Ticket-buying customers may access and amend their account information by logging on to their online account, or requesting their details at the Box Office or Contact Centre.
- 7.8 Arts Centre Melbourne may charge for providing access to personal information where this is in accordance with Victorian law. If Arts Centre Melbourne charges for providing access to personal information, Arts Centre Melbourne:
- (a) must advise an individual who requests access to personal information that Arts Centre Melbourne will provide access on the payment of the prescribed fee; and
 - (b) may refuse access to the personal information until the fee is paid.

Correction

- 7.9 If Arts Centre Melbourne holds personal information about an individual and the individual is able to establish that the information is not accurate, complete and up to date, Arts Centre Melbourne must take reasonable steps to correct the information so that it is accurate, complete and up to date.
- 7.10 If an individual requests the correction of personal information held by Arts Centre Melbourne, Arts Centre Melbourne must:
- (a) correct the personal information, or provide reasons for the refusal to correct the personal information; or
 - (b) provide reasons for the delay in responding to the request for the correction of personal information,
 - (c) as soon as practicable, but no later than 45 days after receiving the request.
- 7.11 If the individual and Arts Centre Melbourne disagree about whether the information is accurate, complete and up to date, and the individual asks Arts Centre Melbourne to associate with the information a statement claiming that the information is not accurate, complete or up to date, Arts Centre Melbourne must take reasonable steps to do so.
- 7.12 Requests to update an individual's name and contact details can be acted upon by anyone with authorised access to that information.
- 7.13 Requests to update any other form of personal information must be forwarded to the Privacy Officer.

8 Unique Identifiers

- 8.1 Unique identifiers, usually a number, are sometimes used to facilitate data matching for personal information. The use of unique identifiers is only permitted when Arts Centre Melbourne can demonstrate that the assignment of the unique identifier is necessary to carry out our functions efficiently. For information on how to manage unique identifiers assigned to personal information by third parties, consult the Privacy Officer.

9 Anonymity (IPP 8)

- 8.2 Where it is lawful and reasonably practicable, an individual should have the option of not identifying themselves when transacting with Arts Centre Melbourne.
- 8.3 When requesting personal information from an individual, you must therefore consider why that information is required, and whether it is necessary to conduct that transaction.
- 8.4 In instances where the provision of the information is optional, this should be made clear to the individual concerned.

E.g. If an individual wants to purchase a ticket to an event at Arts Centre Melbourne they should not be obliged to give their personal information to make the ticket purchase.

If making an online purchase or a purchase at the Contact Centre, personal information is required in order to send the customer their tickets.

If a customer does not want to give their personal information, they should be able to purchase tickets for cash at the Box Office without having to identify themselves.

10 Transborder data flows (IPP 9)

- 9.1 Arts Centre Melbourne may transfer personal information about an individual to someone who is outside Australia only if:
- (a) it reasonably believes that the recipient of the information is subject to a law, binding scheme or contract which effectively upholds principles for fair handling of the information that are substantially similar to the IPPs; OR
 - (b) the individual consents to the transfer; OR
 - (c) the transfer is necessary for the performance of a contract between the individual and Arts Centre Melbourne; OR
 - (d) the transfer is necessary for the conclusion or performance of a contract concluded in the interest of the individual between Arts Centre Melbourne and a third party.
- 9.2 If personal information is to be transferred outside of Australia, please contact the Privacy Officer before doing so as legal advice may need to be obtained prior to transferring that information. It is the strong preference of Arts Centre Melbourne that third parties have their servers and otherwise retain personal information in Australia.

11 Sensitive Information (IPP 10)

- 10.1 Sensitive information includes information about a person's racial or ethnic origin, political views, religious beliefs, sexual preference, membership of a group, or criminal record.
- 10.2 Sensitive information about an individual must not be collected unless:
- (a) it is necessary to perform an Arts Centre Melbourne function or activity;
 - (b) the information is collected directly from the individual themselves; and
 - (c) the individual has consented.
- 10.3 If it cannot be proved that the sensitive information is necessary for an Arts Centre Melbourne function or activity, sensitive information must not be collected.
- 10.4 Information should only be collected for a specific purpose, which must be clearly identified, and stated to the individual at the time of collection, and the amount of information collected should be limited to what is absolutely necessary to achieve that purpose.
- 10.5 The sensitive information collected must never be used for any other purpose outside the primary purpose of collection, without that individual's consent.

12 Roles and Responsibilities

Role	Responsibility
Privacy Officer	<p>The Privacy Officer is the Director, Strategic Planning and Governance. The Privacy Officer has responsibility for this policy and for ensuring Arts Centre Melbourne is in compliance with necessary privacy legislation and best practice. The Privacy Officer must be consulted in the following situations:</p> <ul style="list-style-type: none"> • prior to using or disclosing personal information outside of a primary purpose, or where the individual has not otherwise consented to the use and disclosure of the information • before entering into arrangements with third parties when personal information will be disclosed • if a law enforcement agency requests personal information • for all requests for access to personal information • requests to update any form of personal information other than name and contact details • if personal information is to be transferred outside of Australia. • before any procurement of new systems that process, store or transfer payment card data. <p>The Privacy Officer can be contacted by emailing privacy@artscentremelbourne.com.au.</p>
General Counsel	Provide legal advice to the Strategic Planning and Governance team, Marketing, IT and Visitor Experience teams on issues relating to privacy and data management.
Strategic	The Strategic Planning and Governance team, in addition to the Privacy Officer, can be

Planning and Governance	consulted in regards to privacy related matters, and also monitor the privacy@artscentremelbourne.com.au email address. The Strategic Planning and Governance team must be consulted in the following situations: <ul style="list-style-type: none"> before destroying or de-identifying personal any personal information in our records before any planned purchase of marketing lists is completed
Marketing	Responsible for applying privacy principles to any marketing activities that are conducted to generate business for Arts Centre Melbourne (particularly direct marketing).
IT	Responsible for securing all personal information that exists in electronic form at Arts Centre Melbourne. Refer to the Access Control and Information Security policies. Director, IT is to be consulted before before any procurement of new systems that process, store or transfer payment card data.
Visitor Experience	Responsible for applying privacy principles to any ticketing activities that involve the collection or disclosure of customer information.

Supporting Documentation

a) Forms and Records Management

Forms or records that are generated by the policy are as follows:

Form	Retention Period	Location
<i>Image Use Consent Form</i>		

b) Related Policies, Operating Procedures and Legislation

Policy or Operating Procedure
<i>Privacy and Data Protection Act 2014</i> <i>Spam Act 2003</i> <i>Freedom of Information Act 1982</i> <i>Surveillance Devices Act 1999</i> <i>Do Not Call Register Act 2003</i> <i>Universal Declaration of Human Rights</i> <i>Victorian Charter of Human Rights and Responsibilities</i> Arts Centre Melbourne's Privacy Statement (see Attachment C) Arts Centre Melbourne's Freedom of Information Statement (see Attachment D) Information Security Policy Guidelines to Information Privacy Principles (www.privacy.vic.gov.au) Victorian Protective Data Security Framework (VPDSF)

Governance

a) Responsibility

Policy Owner	Director, Strategic Planning & Governance
Approving Executive	Risk Management and Audit Committee

b) Version Control and Change History

Version Number	Approval Date	Approved by	Amendment
1.0	22/04/09	RMAC	First version of policy
2.0	30/06/2011	Executive	Amendment to allow disclosure of personal information to Presenters for research purposes. (Minor policy

			amendment).
2.1	03/01/2012	Manager, Assurance & Compliance	Minor amendments – rebranding
2.2	14/10/2015	RMAC	New template, updated for compliance with new Act.
3.0	101/11/2017	RMAC	Minor amendments to reflect updated Privacy Statement
Post Implementation Review			
Due Date			November 2019

Attachment A – Definitions

Key Term	Definition
Act	<i>Privacy and Data Protection Act 2014 (Vic).</i>
Consent	For the purposes of this policy, explicit permission for something to happen, or an agreement to do something.
IPP	Information Privacy Principle, as set out in Schedule 1 of the Act.
Health Information	Includes: <ul style="list-style-type: none"> information or opinion about the physical or mental health, or disability, of an individual an individual's expressed preferences about the future provision of health, disability or aged care services to him or her the nature of health, disability or aged care services that have been, or are to be, provided to an individual information originally collected in the course of providing a health, disability or aged care service to an individual personal information collected in connection with the donation of human tissue genetic information that is or could be predictive of the health of an individual or their descendants.
Personal Information	<p>Personal information is information or an opinion that is recorded in any form, about an individual whose identity is apparent or can reasonably be ascertained from the information or opinion.</p> <p>E.g. Name, address, telephone or mobile number, email address, photographs, CCTV footage, date of birth, usernames & passwords, correspondence, voicemails, bank details, employment history, Tax File number or any other type of information that could enable an individual to be identified.</p> <p>Even if the information or opinion is not true, it could still be classified as personal information if an individual can be readily identified from it.</p>
Primary Purpose	The purpose for which the collection of personal information is required to carry out, and that was stated to the individual at the time of collection.
Privacy Officer	The Privacy Officer is the Director, Strategic Planning & Governance. Email: privacy@artscentremelbourne.com.au
Secondary Use	A use of personal information that is other than the primary purpose for collecting it.
Sensitive Information	Information or an opinion about an individual's: <ul style="list-style-type: none"> Racial or ethnic origin; political opinions; membership of a political association; religious beliefs or affiliations; philosophical beliefs; memberships of a professional or trade association; membership of a trade union; sexual preferences or practices; and

	<ul style="list-style-type: none">• criminal record.
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Attachment B – Collection Statement

A Collection Statement must be made when personal information is collected in a manner not already covered by Arts Centre Melbourne's Privacy Statement.

- The purpose the information is being collected for;
- The consequences to the individual if the information is not provided;
- To whom (or which organisations) the information may be disclosed to;
- A link to Arts Centre Melbourne's Privacy Statement on the internet.

A Collection Statement may be made through a Privacy Notice on forms, the website, posters or signs, notices at the box-office or other service counters, or telephone scripts, but must be available to individuals prior to, or at the time their information is collected.

Example collection statement:

Preserving your privacy is important to us. Your personal information is being collected by Arts Centre Melbourne for the purpose of (state the exact purpose the information is being collected for. E.g. sending you tickets for purchased events or notifying you of any changes to these events).

(if it is necessary that the information be passed to a third party, we must also state who it will be passed to and for what purpose).

You may access, or request that your personal information held by us is updated or modified at any time.

If you would like further information on how to do this, or more information on Arts Centre Melbourne's Privacy Statement and how we handle your personal information, please refer to our website <http://www.artscentremelbourne.com.au> or call us on 9281 8000.

An Image Use Consent Form must be used for occasions where it is intended to use an individual's image in future promotional material, including print and online. There is a separate form for [adults](#) and [children](#).

Attachment C – Arts Centre Melbourne’s Privacy Statement

Attachment D – Arts Centre Melbourne’s FOI Statement
