

POLICY STATEMENT:

Parks Victoria is committed to respecting the privacy of the personal information it collects in order to carry out its purposes, functions and activities. This policy sets out Parks Victoria's commitment to compliance as well as details of how that commitment is to be carried out.

Purpose

Parks Victoria collects personal information from the general public for a number of purposes and in a number of ways. The purpose of this policy is to:

- Explain the purpose of the *Information Privacy Act 2000*;
- Describe the meaning of personal information;
- Provide a framework for the collection, use and disclosure of personal information;
- Facilitate training;
- Enable access to, and security of, personal information; and
- Ensure compliance with the *Information Privacy Act 2000*.

Accountabilities and Responsibilities

The Chief Executive Officer, Legal Counsel, General Managers and Regional Managers are responsible for ensuring that staff understand and comply with this policy. All employees are expected to comply with this policy.

Key Outcomes

The appropriate management of private information to ensure compliance with the information privacy principles and the Act and to handle personal information with respect and according to the law.

References

Information Privacy Act 2000 ("Act")
Employee Personal Information POL 005
Confidential Information POL 032
Internet Use Policy POL 282

Purpose of the *Information Privacy Act*

The main purposes of the Act are:

- To establish a regime for the responsible collection and handling of personal information in the Victorian public sector;
- To provide individuals with rights of access to information about them held by organisations, including information held by contracted service providers;
- To provide individuals with the right to require an organisation to correct information about them held by the organisation, including information held by contracted service providers;
- To provide remedies for interferences with the information privacy of an individual; and
- To provide for the appointment of a Privacy Commissioner.

Meaning of personal information

“Personal information” means information or an opinion (including information or an opinion forming part of a database), that is recorded in any form and whether true or not, about an individual whose identity is apparent, or can reasonably be ascertained, from the information or opinion.

Functions of Parks Victoria

The functions of Parks Victoria include providing services with respect to the management of parks, reserves and waterways for the purpose of conservation, recreation, leisure, tourism and water transport. The term “users” in this policy refers to anyone who wishes to access any of Parks Victoria’s assets or services and includes employees of Parks Victoria.

Collection of personal information

Parks Victoria will collect only personal information that is necessary for its functions and activities. For example, Parks Victoria may collect contact details to enable users to access a service provided by Parks Victoria, to resolve a query, to pay an account by credit card, to seek information about parks and waterways assets, or a host of other inquiries.

In most cases, Parks Victoria will collect personal information directly from users. That could occur when users deal with us over the telephone, send us correspondence (by letter, e-mail or fax), or when information is voluntarily submitted through our web site. The information may include name, home or work address and telephone number and e-mail address. It may also include in some situations sensitive information such as membership of a professional or trade association.

There are certain occasions when Parks Victoria may collect personal information about its users from someone else. For example, if an application to moor a boat is made by a person authorised by the boat owner, information about the boat owner will be provided by the authorised person. In this case, Parks Victoria will take reasonable steps to ensure that users are aware of the purposes for which the information is collected.

Use and disclosure of personal information

The primary purpose of collecting personal information is to enable Parks Victoria to carry out its functions. Personal information will be used for that purpose and in other cases where consent has been given.

Use and disclosure of personal information may occur where the purpose is related or ancillary to the main reason for collecting the information; such as invoicing, reminder notices, or provision of information relating to other services provided by Parks Victoria. Parks Victoria should ask users whether it may access personal information to promote other services which it considers may be of interest to them, before accessing such information.

Parks Victoria does not provide personal information to third parties, except to service providers who assist in providing relevant services. These may include companies that assist Parks Victoria with data processing and analysis, research, mail services or maintenance. Parks Victoria will disclose personal information only to those third party service providers on a confidential basis so that the service provider can effectively provide those services.

Parks Victoria may be required to use or disclose personal information by law, in emergency situations or to assist law enforcement agencies.

Parks Victoria will take reasonable steps to:

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- protect the personal information it holds from misuse and loss and from unauthorised access, modification or disclosure; and
- destroy or permanently de-identify personal information if it is no longer needed for any purpose.

Where it is lawful and practicable, transactions with Parks Victoria may take place anonymously.

Parks Victoria will only transfer personal information about a user to an organisation or individual outside Victoria if that transfer is lawful under the Act.

Access to, and security of personal information

If access or correction is required to any personal information by any individual, they should be advised to contact Parks Victoria by writing to the Privacy Officer whose contact details are set out below.

Parks Victoria should be provided with as much detail as possible about the particular information sought, in order to assist its retrieval. An access fee may be charged to cover Parks Victoria's costs of providing the information. In certain circumstances, Parks Victoria may not be required by law to provide access or to correct personal information. If that is the case, reasons will be provided for that course of action.

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

Compliance with the *Information Privacy Act 2000*

Parks Victoria will take reasonable steps to protect all the personal information held by it from misuse and loss and from unauthorised access, modification or disclosure. This protection applies in relation to information stored in both electronic and hard copy form.

Contact details

Any questions or feedback about privacy, or complaints about the way in which Parks Victoria have handled personal information, should be directed to Parks Victoria by:

Writing to the Privacy Officer: Parks Victoria, Level 10, 535 Bourke Street, Melbourne.

Phone: 13 1963, or e-mail: info@parks.vic.gov.au