



## Information Privacy Policy

Objective Document ID Number:	A2430460
Date Issued:	9.6.2015
Date to be Reviewed:	9.6.2017
Version Number:	V1

## 1 PURPOSE

The City of Darebin (Council) believes that the responsible handling of personal information is a key aspect of good corporate governance, and is strongly committed to protecting an individual's right to privacy.

“Council is committed to ensuring that personal information received by the organisation is collected and handled in a responsible manner and in accordance with Information Privacy Principles incorporated within the *Privacy and Data Protection Act 2014*. In fulfilling these objectives, Council is mindful of the needs to balance the public interest in the free flow of information with the public interest in protecting the privacy of personal information.”

## 2 SCOPE

This policy applies to all Council employees, Councillors, contractors and volunteers.

This policy covers all personal information held by Council or any contractors providing services on behalf of council and includes information we have collected:

- about you through any of Council's public access interfaces;
- from you, as well as information about you collected from third parties;
- about you regardless of format. This includes information collected on forms, in person, in correspondence, over the telephone, via our website and social media applications such as Facebook, Twitter etc...

## 3 POLICY

Council has implemented practical measures and takes all reasonable steps to ensure that the use and disclosure of personal and health information is consistent with privacy laws and community expectations.

Where personal information has been collected and needs to be passed on to others who are engaged to provide services on Council's behalf, or where non-Council staff are authorised by the Council to collect information, analyse it or deliver services, those involved will be required to treat the information in the same way that the Council does.

The *Privacy and Data Protection Act 2014* prescribes a number of Information Privacy Principles that Council is required to comply with to promote and ensure the fair and responsible collection and handling of personal information.

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Council complies with the privacy principles contained in the Act, in the following ways.

#### 4 INFORMATION PRIVACY PRINCIPLES (IPPs)

##### Principle 1 - Collection

Council will only collect personal information or health information as per the (Health Privacy Policy) that is necessary for specific and legitimate functions and activities. This information will be collected by fair and lawful means and not in an unreasonably intrusive way, this information typically includes but is not limited to the following:

- name
- address (postal and email)
- telephone number (work, home and mobile)
- date of birth
- marital status and religion;
- occupation
- motor vehicle registration number
- nature of complaint

When collecting your personal information Council will provide you with details of:

- why it is collecting personal information;
- how that information can be accessed;
- the purpose for which the information is collected;
- with whom the Council shares this information;
- any relevant laws; and
- the consequences for the individual if all or part of the information is not collected.

Under normal circumstances Council must collect personal information about an individual **only from** that individual. However, if Council collects personal information about an individual from someone else, Council must take all reasonable steps to ensure that the individual is informed of his or her rights relating to the information collected, except in cases where making the individual aware of the information would pose a significant threat to another person.

The information that you provide may be used for purposes including but not limited to the following:

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- to contact you where necessary in order to provide services requested by you, such as obtaining a resident parking permit via our public interfaces;
- as part of our commitment to customer service and community consultation, we may periodically invite you to provide opinions or feedback about your experience via a survey. Any form of consultation, including a survey, that Council conducts is voluntary and you do not have to participate;
- to contact you where it is necessary to resolve issues relating to the Darebin City Council services or functions which you have brought to our attention. For instance, contacting you in response to your report of a cracked foot path, fallen tree branch etc....
- Dealing with a complaint of dissatisfaction such as;
  - the quality of an action taken, decision made or service provided by a Council or its contractor;
  - a delay or failure in providing a service, taking an action, or making a decision by a Council or its contractor.
- to contact you prior to a Council or Committee meeting to confirm your attendance and/or advise you of any changes to the meeting details where you have made a submission for consideration;
- to supply you with material concerning Council initiatives and programs where you have supplied personal information to Council for this purpose. For instance, where you have opted to be included on a mailing list for Council publications via our public interfaces. We will not include you on such mailing lists unless you have given consent;
- to facilitate the collection of Council fees and charges. For instance, we will use your name and address details to forward rate notices;
- to enable payment for Council provided goods and services. We collect your credit card and bank account details when you make payment for goods and services;
- to enable Council to undertake its law enforcement functions. For instance, Council collects information about you from Vic Roads to process Parking Infringement Notices. Council will only collect information about you from third parties where it is authorised to do so.
- to aid community safety. For instance, Council collects images via camera surveillance which are located throughout the Municipality. Footage and photographs of incidents are made available only to authorised police members and citizens in accordance with Council's Camera Surveillance Policy who agree to comply with the requirements for handling, use and return of footage and photographs.

## Principle 2 – Use and Disclosure

Council will take all necessary measures to prevent unauthorised access to, or disclosure of, your personal information.

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Council discloses personal information to external organisations such as Council's contracted service providers who perform various services for and on behalf of the Council. These contractors have agreed to be bound by the provisions of the *Privacy and Data Protection Act 2014* (Vic). Information provided to these contractors is limited to the information required by them to provide services to you on behalf of Council.

Council also discloses personal information to other agencies in the course of an investigation and defence of legal claims against Council. This includes Council's solicitors, consultants and investigators.

Council may also invite residents to enter incentive draws when completing surveys. Winners of these competitions may be promoted in Council publications, and or the local newspapers only with written consent from the winning resident.

Council will only use personal information contained in complaints which you make to Council to deal with the complaint or to address systemic issues arising from the complaint, and/or as part of any prosecution undertaken as part of its law enforcement functions.

If you have opted to complain to Council, please note that Council may be obliged under legislation to investigate your complaint, and if necessary may initiate legal proceedings as a result of its investigation to prosecute possible offenders.

Where authorised, Council may also disclose personal information to:

- debt collection agencies;
- government agencies including the Department of Health and Human Services, Department of Justice, Streatrader, Australian Taxation Office (ATO), CES, Victorian Workcover Authority and Vic Roads.
- law enforcement agencies, including the courts and Victoria Police, in instances where Council is required to respond to a subpoena or provide information to assist a police investigation;
- other individuals or organisations only if Council believes that the disclosure is necessary to lessen or prevent a serious and imminent threat to an individual's life, health, safety or welfare or a serious threat to public health, safety or welfare.

Personal information in applications for employment with Council will be supplied to agencies such as the Victoria Police, where required by law (for instance, under the *Working with Children Act 2005*) as part of a background check. Background checks will only be carried out on applicants for selected positions prior to employment with Council. Such checks will only be carried out with your written authorisation and the results will not be disclosed to third parties unless authorised by law.

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Personal information provided by you as part of a public submission to a Council committee meeting may be included with the published agenda papers and minutes of the meeting.

The published agenda papers and minutes are displayed on Council's website and in hardcopy at Council's Customer Service Centres and Libraries for an indefinite period.

Personal information may also be contained in Council's Public Registers (refer to page 9). Under the *Local Government Act 1989* (Vic), any person is entitled to inspect Council's Public Registers, or make a copy of them, upon payment of the relevant fee.

Council will ensure that your personal information is not disclosed to other institutions and authorities outside Council except if required or authorised by law, for example the *Fences Act 1968* or where we have your consent.

### **Principle 3 – Data Quality**

Council must take reasonable steps to make sure that the personal information it collects uses or discloses is accurate, complete and up-to-date. You may amend any personal information you have supplied to Council. Details on how to do so are under Principle 6 – Access and Correction.

### **Principle 4 – Data Security**

Council must take reasonable steps to protect all personal information that it holds from misuse, loss, unauthorised access, modification or disclosure. This applies regardless of the format in which the information is held.

Any personal information that you provide to Council, which is no longer necessary for Council's purposes, will be disposed of in accordance with the document disposal requirements of the *Public Records Act 1973* (Vic) .

### **Principle 5 – Openness**

Council must make publicly available its policies relating to the management of personal information.

Council must, on request, take reasonable steps to provide individuals with general information on the types of personal information it holds and for what purpose.

## Principle 6 – Access and Correction

Council must provide access to information that it holds about an individual on request except in specific circumstances as outlined within the Act. Requests for access to and correction of documents containing personal information are generally managed under the *Freedom of Information Act 1982 (Vic)*.

Requests under the *Freedom of Information Act 1982* must be made in writing stating as precisely as possible what information is required, and addressed to the:

Freedom of Information Officer  
Darebin City Council  
PO Box 91  
PRESTON VIC 3072

Where Council holds personal information about an individual and the individual is able to establish that the information is incorrect, Council will take reasonable steps to correct the information as soon as practicable or within 30 business days of the request being received. If, however Council denies access or correction, Council will provide reasons why.

In the event that Council and an individual disagree about the veracity of personal information held by Council, Council will take reasonable steps to record a statement relating to the disputed information if requested by the individual.

## Principle 7 – Unique Identifiers

A unique identifier is a number or code that is assigned to someone's record to assist with identification (similar to a driver's licence number).

Council must not assign, adopt, use, disclose or require unique identifiers from individuals except for the course of conducting normal Council business or if required by law.

Council will only use or disclose unique identifiers assigned to individuals by other organisations if the individual consents to the use and disclosure or the conditions for use and disclosure set out in the Act are satisfied.

## Principle 8 – Anonymity

Council must, **where it is lawful and practicable** give individuals the option of not identifying themselves when entering into transactions with Council.

However, as anonymity may limit Council's ability to process a complaint or other matter, Council reserves the right to take no action on any matter if you

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choose not to supply relevant personal information so that it can perform its functions.

No information regarding action taken will be provided to Anonymous Complainants.

### **Principle 9 – Transborder Data Flows**

Council may transfer personal information outside of Victoria only if that data transfer conforms with the reasons and conditions outlined in the Act.

### **Principle 10 – Sensitive Information**

*(Refer to Definitions Dot Point 9 for further information)*

Council will not collect sensitive information about you except in circumstances prescribed in the *Privacy and Data Protection Act 2014 (Vic)* or unless required to in accordance with the Health Privacy Policy, or in circumstances where the information is both directly pertinent and necessary to one of its functions.

## **5 ADMINISTRATION**

Council's Coordinator Corporate Information acts as Council's Privacy Officer. The Privacy Officer will be responsible for preparing and periodically updating the policy and guidelines, and when necessary liaise with staff to ensure compliance with the Act.

## **6 COMPLAINTS**

Although there is no obligation to do so, Council encourages individuals to send written complaints directly to Council about a breach, or perceived breach of privacy in the first instance.

Upon receiving a complaint Council's Privacy Officer will investigate the complaint and resolve it as soon as practicable (but no later than 45 business days) a written response will be provided to the complainant.

Council's Privacy Officer can be contacted as follow:

Privacy Officer  
City of Darebin  
PO Box 91,  
Preston VIC 3072  
Telephone: 8470 8888  
E-mail: [Privacy.Officer@darebin.vic.gov.au](mailto:Privacy.Officer@darebin.vic.gov.au)

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Alternatively, complaints can be directed to the Commissioner for Privacy and Data Protection, although the Commissioner can decline a complaint if the complainant has not previously complained directly to the Council.

[“Privacy Complaint Information”](#),

The Commissioner for Privacy and Data Protection can be contacted as follows:

The Office of the Commissioner for Privacy and Data Protection  
Level 6, 121 Exhibition Street  
Melbourne VIC 3000  
Telephone: 1300 666 444  
Email: [privacy@cpdp.vic.gov.au](mailto:privacy@cpdp.vic.gov.au)  
Web: [www.cpdp.vic.gov.au](http://www.cpdp.vic.gov.au)

## 7 PUBLIC REGISTERS

The following public registers are among those currently maintained by the Darebin City Council which may include personal information such as but not limited to:

- Details of current allowances fixed for the Mayor and Councillors;
- Details of senior officers total salary packages for the current financial year and the previous financial year;
- Details of overseas or interstate travel (with the exception of interstate travel by land for less than 3 days) undertaken in an official capacity by Councillors or Council staff in the previous financial year;
- Names of sitting Councillors and Council Officers who were required to submit a return of interest during the financial year and the dates the returns were submitted;
- Submissions received from the public in accordance with s223 of the *Local Government Act 1989* during the previous 12 months;
- Details of all property, finance and operating leases involving land, buildings, plant, computer equipment or vehicles, entered into by Council as lessor or lessee;
- A list of donations and grants made by Council during the financial year;
- Names of the organisations of which Council was a member during the financial year;
- A list of contracts valued at \$100,000 (or such higher amount as fixed by the State Government from time to time) which the Council entered into during the financial year without first engaging in a competitive process;
- Campaign Donation Returns received from candidates in the 2012 Darebin City Council elections;
- Council’s City Development Department keep the following registers:

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- a register of building permits kept pursuant to s31 of the *Building Act 1993*.
- a register of occupancy permits and temporary approvals received by Council kept pursuant to s74 of the *Building Act 1993*.
- a register of emergency orders, building notices and binding orders given to Council under part 8 of the *Building Act 1993*, as required under s126 of the *Building Act 1993*.
- a register of all applications for planning permits and all decisions and determinations relating to permits as required under s49.
- Council's Civic Compliance Department keep the following registers:
  - a register of registered dogs and cats (including ownership details) in the municipality under s18 of the *Domestic Animals Act 1994*.
- Council's Health Protection Unit keep the following registers:
  - a register of all food premises registered under the Food Act 1984 (including Class 4 food premises);
  - a register of all public health and wellbeing premises such as, beauty parlours, hairdressers and businesses with skin penetration practices;
  - prescribed accommodation premises, such as residential accommodation, hostels, motels and rooming houses registered under the Public Health and Wellbeing Act 2008;
  - a register of rooming houses for the Department of Justice populated by Darebin Council from data sourced via the Public Health and Wellbeing Act 2008;
  - a register of mobile and temporary food premises for the Department of Health's Streatrader database, populated by Darebin Council and applicants.

A full listing of Council's Public Register is available on Council's website [www.darebin.vic.gov.au](http://www.darebin.vic.gov.au)

## 8 STAFF TRAINING AND AWARENESS

All Council employees who are dealing with information on a daily basis will receive training to increase their awareness in relation to the treatment of personal information in the workplace.

The Employee Code of Conduct, issued to all staff, deals with the use and disclosure of information obtained in the course of employment and with the confidentiality obligations of staff that have left the organisation. All new staff members are required to sign and acknowledge that they understand the requirements set out in the Employee Code of Conduct.

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## 9 DEFINITIONS

**Personal Information** – means information or an opinion (including information or an option forming part of a database), whether true or not about an individual whose identity is apparent, or can reasonably be ascertained, from the information or opinion, but does not include information of a kind to which the *Health Records Act 2001* (VIC) applies.

Personal information typically includes but is not limited to the following:

- name
- address (postal and email)
- telephone number (work, home and mobile)
- date of birth
- marital status and religion;
- occupation
- motor vehicle registration number

In other words “personal information” is information directly related to the personal affairs of an individual that enables or could enable the person to be identified. This includes personal information relating to both clients of Council and Council staff.

**Information Privacy Principles (IPPs)** – Information Privacy Principles, set of principles that regulate the handling of personal information.

**Public Registers** – are documents that Councils are required to make publicly available pursuant to State Government legislation. These registers:

- are open to inspection by members of the public;
- contain information required or permitted by legislation;
- may contain personal information.

**Sensitive information** - means information or an opinion about an individual’s:

- race or ethnic origin;
- political opinions, or membership of a political association;
- philosophical beliefs;
- membership of a professional or trade association;
- membership of a trade union;
- sexual preferences or practices;
- criminal record.

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