

PRIVACY POLICY

Eastern Regional Libraries Corporation [ERLC] is committed to upholding the principles of privacy as contained in the Federal Privacy Amendment (Private Sector) Act 2000, Victorian Information Privacy Act 2001, and any other relevant legislation.

The collection and handling of personal information that is held by Eastern Regional Libraries Corporation and the protection of this information fulfils the ten National Privacy Principles as outlined in the Federal Privacy Amendment (Private Sector) Act 2000.

Personal information is information that can identify an individual such as name, address and telephone numbers.

Sensitive information includes ethnic, religious, political, financial, taxation, credit card information, marital status, medical, sexual information and opinions about people.

1. Collection

ERLC only collects personal information from its members when it is necessary and reasonable to do so.

The main collection point is the membership application form and all questions asked on this form are necessary to form the membership database of ERLC.

The information collected consists of the following:

- Form of address
- Name
- Address
- Telephone number
- Date of birth

This information is provided directly from the individual concerned, except in the case of minors when it is provided from a parent or guardian.

2. Use & Disclosure

ERLC does not use or disclose this personal information to any other outside persons, other than to a debt collection agency, and except in situations when required by law.

The information that is provided to ERLC by its members is necessary to enable it to carry out its main function of providing services to its members, including loans, reservations, accounts, computer bookings, customer surveys and customer feedback.

Some personal information may be used in the compiling of demographic statistics to enable the organization to provide a better service to its members.

3. Data Quality

ERLC takes reasonable steps to ensure that the personal information collected is accurate and up-to-date.

The membership database is regularly updated to ensure that correct and current information is held and having regular checks with its members of their addresses and telephone numbers.

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

4. Data Security

ERLC takes reasonable steps to ensure that personal information is protected from misuse and unauthorized access.

Membership forms are stored in a secure place and are shredded when no longer valid.

The ERLC computer system, where the personal information is stored, is protected by various security measures and is accessible to authorized personnel only.

5. Openness

ERLC's Privacy Policy is available for anyone to view in each branch library and on its web site.

Members are informed on the membership application form and on the web site that all information they provide is treated as private.

6. Access & Correction

Upon request, any person may ask to see their personal information that ERLC holds. They must have appropriate identification before this information will be released to them.

Identification that must be provided is the same as that required when becoming a member of ERLC.

Any incorrect information on the membership record will be corrected upon their showing proof of changes to be made.

If any person has a complaint, then the Complaints and Customer Feedback Procedure will be followed.

7. Identifiers

ERLC assigns its own unique identifier to its members to enable it to carry out its functions and services.

A member's unique identifier i.e. membership number, is not disclosed to any other parties at any time.

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

8. Anonymity

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

9. Transborder Data Flows

ERLC does not transfer any personal information outside Victoria, unless personal consent is obtained.

10. Sensitive Information

ERLC does not collect information of a sensitive nature.

Guidelines for staff:

We have a legal obligation, under the Telecommunications Act, the Federal Privacy Act and the Victorian Information Privacy Act, and any other relevant Federal and State legislation, to maintain member confidentiality.

1. The information on our membership database, and on all booking sheets, is confidential, and must not be given out to anybody, including the Police.
2. Sometimes, for the purposes of law enforcement, the Police may request information about library users. In the event of such a request, the police should be referred to the Chief Executive Officer or appropriate Manager.
3. Sometimes staff may be asked for the address or phone number of a member of ERLC by another member of the public. In this case, staff should note the name and contact address or phone number of this person, and inform them that they will contact the member in question and pass on the message.
4. Membership forms must be stored in a secure place and must not be shown to any unauthorized people. Membership forms are sent to Administration for shredding after 2 years.
5. A member's personal record may only be accessed by library employees for the purpose of carrying out activities as required in their daily duties.
6. Sheets used for recording bookings for the Internet and Computers should not be available for any members of the public to scrutinize. All booking sheets should be sent to Administration for shredding after 6 months.