

# PRIVACY

**Ensuring that privacy and confidentiality are protected is central to Civic operations.**

**The Australian Privacy Principles (APP) set minimum standards covering the legitimate use of personal information. Civic is bound by the APP which regulate how organisations may collect, use, disclose and store personal information and how individuals may access and correct personal information held about them.**

## Personal Information

Civic only collects personal information about our employees, service users and members (in accordance with Civic's Memorandum & Articles of Association) which is necessary for the lawful provision of our services, or for purposes which are related to one of our functions or activities; which is given voluntarily; and which will be stored securely on Civic's internal databases.

When in possession or control of a record containing personal information, Civic will ensure the record is protected against loss, unauthorised access and modification or disclosure, by such steps as it is reasonable in the circumstances to take. If it is necessary for a record to be given to a person in connection with the provision of a service to Civic, everything reasonable will be done to prevent unauthorised use or disclosure of that record.

Civic will not disclose personal information to a third party without the individual's consent; or unless that disclosure is required or authorised by or under law.

Under no circumstances will Civic sell or receive payment for licensing or disclosing personal information about employees, service users or members.

## Electronic

Civic's website may from time to time contain links to other websites. We do not have any control over these websites. To verify how that website collects and uses information, the user should check that particular website policy.

In relation to electronic communications, no information transmitted over the internet can be guaranteed to be secure, however Civic does take measures to safeguard against unauthorised use or disclosures.

## Right of Access

All employees, service users and members of Civic have the right of access to all records containing personal information about them. Should you not wish to provide personal information to us, then you do not have to do so, however, it may affect your use of our website or any products and services offered.

All inquiries or complaints about privacy should be directed to the Chief Executive Officer.

This statement has been prepared in accordance with the Australian Privacy Amendment (Private Sector) Act 2000. Civic reserves the right to review, amend and/or update the Privacy Policy from time to time. To obtain a full copy of our Privacy Policy please contact Civic Head Office on 9575 1900.