

## Protecting your privacy personal information

Whittlesea City Council ('Council') is committed to the responsible collection and handling of personal information, consistent with the Information Privacy Principles in the Information Privacy Act. Council's Information Privacy Policy is publicly available on request and can be viewed on Council's website.

This statement communicates how Council manages personal information. It is recommended that you keep this information for future reference.

### Your personal information

Council provides a range of services either internally through one of its business units or externally through contractors.

Council collects and uses personal information to provide you with the services you require.

Personal information held by Council may include your:

- Name, current and previous addresses.
- Telephone/mobile phone number, e-mail address.
- Date of birth, bank account or credit card details.
- Occupation, annual salary, driver's licence number.
- Details of any Council services used by you.

If you choose not to provide Council with your personal information, Council may be unable to meet that particular service request.

### How Council collects personal information

Council collects personal information in a number of ways, including:

- Directly from you, when you provide information by phone or in documents such as an application form.

**Council Offices**  
25 Ferres Boulevard  
South Morang VIC 3752  
  
Locked Bag 1  
Bundoora MDC VIC 3083

**Tel** 03 9217 2170  
**Fax** 03 9217 2111  
**TTY** 133 677 (ask for 9217 2170)  
**Email** [info@whittlesea.vic.gov.au](mailto:info@whittlesea.vic.gov.au)  
[www.whittlesea.vic.gov.au](http://www.whittlesea.vic.gov.au)

#### Free Telephone Interpreter Service

عربي	9679 9871	Hrvatski	9679 9872
廣東話	9679 9857	Ελληνικά	9679 9873
Italiano	9679 9874	Türkçe	9679 9877
Македонски	9679 9875	Việt-ngữ	9679 9878
普通话	9679 9876	Other	9679 9879

- From third parties such as Council's contracted service providers, health service providers or your authorised representative or legal adviser.
- From publicly available sources of information.
- From Council's own records of how you use your Council services.
- When legally required to do so.

As far as practical, Council will collect personal information about you directly from you and will inform you of the purpose for which the information is being collected and how you can gain access to this information.

## **How Council uses your personal information**

Your personal information may be used in order to:

- Provide the services you require.
- Administer and manage those services, including charging, billing and collecting debts.
- Inform you of ways the services provided to you could be improved.
- Research and develop Council services.

Your personal information is also collected to promote and market other services which Council considers may be of interest to you. If you do not wish to be contacted regarding other services please call 9217 2170.

## **When is your personal information disclosed?**

For the purposes set out above, Council may disclose your personal information to organisations outside Council. Your information may be disclosed to:

- Contracted service providers who deliver some of the services provided to you, including:
  - meals preparation for aged care services;
  - garbage collection;
  - mailing systems;
  - billing and debt-recovery functions;
  - information technology services;
  - installation, maintenance and repair services; and

- market research.
- Professional advisers, including Council's auditors and lawyers.
- Where appropriate under another Act, including the Freedom of Information Act 1982.
- In public registers that need to be maintained in accordance with other Acts.
- Organisations assisting Council to perform statistical analysis for improving the services being delivered to the community.
- Government and regulatory authorities and other organisations, as required or authorised by law.

### **Help Council to ensure accurate information is held**

Council takes all reasonable precautions to ensure that the personal information collected, used and disclosed is accurate, complete and up-to-date. However, the accuracy of that information depends to a large extent on the information you provide.

That is why it is recommended that you:

- Let Council know if there are any errors in your personal information.
- Keep Council up to date with changes to personal information such as your name and address.

### **How your personal information is protected**

Council takes all reasonable steps to protect your personal information from misuse or loss and from unauthorised access, modification or disclosure.

When using Council's website you should be aware that no data transmission over the Internet can be guaranteed as totally secure. Although Council strives to protect such information, it does not guarantee the security of any information that you transmit over the Internet and you do so at your own risk.

### **You can access your personal information**

You have a right to access your personal information, subject to some exceptions allowed by law. If you would like to do so, please advise Council. You may be required to put your request in writing for security reasons.

Council reserves the right to charge a fee for searching for and providing access to your information.

## **Who do you contact?**

If at any time, you have a question about the way your personal information is being managed, or you have a complaint in relation to privacy or confidentiality of your information, please contact Council on (03) 9217 2170 between 8:30am and 5.00pm, Monday to Friday.

Alternatively, you can write to Council's Information Privacy Officer, at Locked Bag 1, Bundoora MDC 3083 or contact Council by e-mail at [privacy@whittlesea.vic.gov.au](mailto:privacy@whittlesea.vic.gov.au).

If you are not satisfied with the way in which Council handles your information or deals with your concerns you may make a formal complaint to the Privacy Commissioner on (03) 8619 8719.