

Privacy Policy

Finance

Policy Details

Sponsor	Chief Financial Officer	ID	PO-CG-0010
Responsible officer	Senior Manager Corporate Governance	Version	1
Review frequency	Annually	Approved date	29/07/2019
Last review date	27/04/2018	Next review date	30/07/2020

Purpose

The Melbourne Convention and Exhibition Trust (MCET) views the protection of personal and health information as an integral part of its commitment towards complete accountability and integrity in its activities and programs. This statement outlines MCET's policy and guidelines relating to the management of personal, sensitive and health information as required by the *Privacy and Data Protection Act 2014 No. 60 (VIC)*, *Privacy Act 1988 No. 119 (CTH)* and *Health Records Act 2001 No. 2 (VIC)*.

Application

This policy and guidelines applies to all MCET employees and trustees.

Definitions

Health Information	Health Information has the meaning provided in section 3 of the <i>Health Records Act 2001 No. 2 (VIC)</i>
Personal Information	Personal Information has the meaning provided in section 3 of the <i>Privacy and Data Protection Act 2014 No. 60 (VIC)</i>
Sensitive Information	Personal Information has the meaning provided in section 3 of the <i>Privacy and Data Protection Act 2014 No. 60 (VIC)</i>
SaaS	Software as a Service

Policy Statement

MCET operates the Melbourne Convention and Exhibition Centre (MCEC) on behalf of the State Government of Victoria. MCET provides a range of services for customers, contractors, employees and the general public. MCET believes an individual's right to keep their personal information private is extremely important. MCET is committed to the responsible handling of all information collected in compliance with its obligations under the *Privacy and Data Protection Act 2014 No. 60 (VIC)*, *Health Records Act 2001 No. 2 (VIC)* and *Privacy Act 1988 No. 119 (CTH)*.

Collection Notice

When collecting personal, sensitive or health information, MCET will take reasonable steps to advise you of what information is being sought, for what purpose, whether any law requires the collection of the information and the main consequences, if any, of not providing the information.

Information collected

MCET will collect only the information necessary to enable us to operate the business and maintain our relationship with you. MCET will take reasonable steps to collect personal information directly and not indirectly. When collecting information from a minor, parent / guardian consent is required.

Use and disclosure

MCET will only use your personal information for the purpose (primary) for which it was given and/or required by the *Privacy and Data Protection Act 2014 No. 60 (VIC)*. At the time of collection, using a Collection Notice, MCET will take reasonable steps to ensure that we make you aware of how we use your personal information.

Personal information that is collected by MCET will be used by and disclosed to, MCET employees and contractors whose duties require them to use it. Such employees and contractors are required to protect and handle your personal information in accordance with the *Privacy and Data Protection Act 2014 No. 60 (VIC)* and any other applicable legislation regulating the collection, use, disclosure, storage and disposal of personal information.

The organisations to which MCET may make disclosure to include, but are not limited to:

Australian Federal Government Departments / Agencies	BGIS
Care Park	Checkster (Reference Checking Platform)
Intercheck Australia	Insurance Providers
International Sales Offices in New York and London	Mail Houses
Melbourne Convention Bureau	Plenary Group (including contractors e.g. South Cross Protection)
Sonru (Interview Platform)	Superannuation Funds
Wilson's Parking Australia	Victorian State Government Departments / Agencies

Data quality and security

MCET takes reasonable steps to ensure the information we hold is accurate complete and up-to-date. Where possible we will check the accuracy of personal information with you before we use it.

We use a number of procedural, physical, software and hardware safeguards, together with access controls, secure methods of communication, back-up and disaster recovery systems to protect information from misuse and loss, unauthorised access, modification and disclosure.

Generally, information is destroyed or permanently de-identified when it is no longer required. However, most information held by MCET is subject to the *Public Records Act 1973 No. 8418 (VIC)* and is required to be disposed of under the relevant Retention and Disposal Authority.

Access and correction

MCET will provide individuals with access to their personal, sensitive and / or health information upon written request to the Data Protection / Privacy Officer, except in specific circumstances as outlined within the relevant Acts and the *Freedom of Information Act 1982 No. 9859 (VIC)*. MCET will provide reasons for a delay in responding to a request for access to or for the correction of personal information - as soon as practicable, but no later than 45 days after receiving the request.

Unique identifiers

MCET does not use unique identifiers from other organisations (such as Centrelink or Australian Taxation Office) to identify individuals.

Anonymity

When seeking general information from us, you do not have to identify yourself. If you wish to make an enquiry, no personal information will be collected or recorded unless we need it to get back to you with an answer. However, if you wish to make a complaint under the *Privacy and Data Protection Act 2014 No. 60 (VIC)*, identification is necessary.

Transborder Data Flows

MCET uses technology delivered in a SaaS (Software as a Service) model to enable us to undertake our functions. Some SaaS providers have data centre locations that are outside of Victoria. In these cases, MCET may transfer your data to these organisations outside of Victoria. MCET will take reasonable steps to ensure that any information within these SaaS platforms will be handled in accordance with the Information Privacy Principles.

Data Breaches

Data Breaches regarding privacy are governed by the Personally Identifiable Information Data Breach Policy and Guidelines.

Contact us

If you have any questions in relation to privacy or this policy, please contact us at:

Data Protection Officer / Privacy Officer
Barbara Adams
Melbourne Convention and Exhibition Trust
GPO BOX 777
MELBOURNE VICTORIA 3001 AUSTRALIA
Tel: (+61 3) 9235 8000
Email: privacy@mcec.com.au

References

External

Privacy and Data Protection Act 2014 No. 60 (VIC)

Privacy Act 1988 No. 119 (CTH)

Health Records Act 2001 No. 2 (VIC)

Public Records Act 1973 No. 8418 (VIC)

Freedom of Information Act 1982 No. 9859 (VIC)

Internal

Personally Identifiable Information Data Breach Policy and Guidelines

Privacy Complaint Business Activity Framework

Privacy Complaint Form

Collection Notice