

## PRIVACY POLICY

### **Your privacy is important**

This statement outlines the MNC Writer's Centre's policy on how the MNC Writer's Centre uses and manages personal information provided to or collected by it.

The MNC Writer's Centre may, from time to time, review and update this Privacy Policy to take account of new laws and technology, changes to the MNC Writer's Centre's operations and practices and to make sure it remains appropriate to the changing legal environment.

### **What kind of personal information does the MNC Writer's Centre collect and how does the MNC Writer's Centre collect it?**

The type of information the MNC Writer's Centre collects and holds includes (but is not limited to) personal information, including sensitive information, about:

- Forename and surname
- Preferred name or pseudonym
- Email address
- Phone number for daytime contact
- Postcode for region identification
- Preferred writing genre/styles

### **Personal Information you provide:**

The MNC Writer's Centre will generally collect personal information held about an individual by way of phone calls, online forms, membership applications, and meetings etc. You do have the right to seek to deal with us anonymously using a pseudonym, but in almost every circumstance it will not be practicable for us to deal with you or provide any services to you except for the most general responses to general enquiries, unless you identify yourself.

### **Personal Information provided by other people:**

In some circumstances the MNC Writer's Centre may be provided with personal information about an individual from a third party, for example mailing and contact lists from previously held regional writing events. We will notify you of such and check with you its accuracy and currency.

### **How will the MNC Writer's Centre use the personal information you provide?**

The MNC Writer's Centre will use personal information it collects from you for the primary purpose of collection, and for such other secondary purposes that are related to the primary purpose of collection and reasonably expected, or to which you have consented.

In relation to direct marketing, the MNC Writer's Centre will use your personal information for direct marketing where you have provided that information, and you are likely to expect direct marketing: only then you will be sent direct marketing containing an opt out. If we use your personal information obtained from elsewhere, we will still send you direct marketing information where you have consented, and which will also contain an opt out. We will always obtain your consent to use sensitive information as the basis for any of our direct marketing.

We may use video surveillance for security purposes and the footage will be used only by the MNC Writer's Centre and by the providers of our security services for security purposes. Surveillance videos are not used by the MNC Writer's Centre for other purposes and the footage is not publicly available. Surveillance cameras are not located in any bathrooms or change room facilities.

### **Volunteers:**

The MNC Writer's Centre also obtains personal information about volunteers who assist the MNC Writer's Centre in its functions or conduct associated activities, such as to enable the MNC Writer's Centre and the volunteers to work together.

### **Marketing and Fundraising:**

The MNC Writer's Centre treats marketing and seeking donations for the future growth and development of the MNC Writer's Centre as important. Personal information held by the MNC Writer's Centre may be disclosed to an organisation that assists in the MNC Writer's Centre's fundraising, for example, the MNC Writer's Centre's workshops organisation.

### **To whom might the MNC Writer's Centre disclose personal information?**

The MNC Writer's Centre may disclose personal information, including sensitive information, held about an individual to:

- government departments,
- people providing services to the MNC Writer's Centre,
- anyone to whom you authorise the MNC Writer's Centre to disclose information.

### **Sending information overseas:**

The MNC Writer's Centre will not send personal information about an individual outside Australia without:

- obtaining the consent of the individual (in some cases this consent will be implied); or
- otherwise complying with the Australian Privacy Principles or other applicable privacy legislation.

[We do not use overseas providers of IT services including servers and cloud services.]

### **How does the MNC Writer's Centre treat sensitive information?**

In referring to 'sensitive information', the MNC Writer's Centre means:

"information relating to a person's racial ethnic origin, political opinions, religion, trade union or other professional or trade association membership, sexual preferences or criminal record and health information about an individual"

Sensitive information will be used and disclosed only for the purpose for which it was provided or a directly related secondary purpose, unless you agree otherwise, or the use or disclosure of the sensitive information is allowed by law.

### **Management and security of personal information**

The MNC Writer's Centre's staff are required to respect the confidentiality of personal information and the privacy of individuals.

The MNC Writer's Centre has in place steps to protect the personal information the MNC Writer's Centre holds from misuse, loss, unauthorised access, modification, interference, or disclosure by use of various methods including locked storage of paper records and passworded access rights to computerised records.

When you use our website, having cookies enabled will allow us to maintain the continuity of your browsing session and remember only your browsing history details when you return. We may also use web beacons, Flash local stored objects and JavaScript. If you adjust your browser settings to block, reject or delete these functions, the webpage may not function in an optimal manner. We may also collect information about your IP address, although this will not directly identify you.

### Updating personal information

The MNC Writer's Centre endeavours to ensure that the personal information it holds is accurate, complete and up-to-date. A person may seek to update their personal information held by the MNC Writer's Centre by contacting the Privacy Officer (Secretary) of the MNC Writer's Centre at any time.

The Australian Privacy Principles require the MNC Writer's Centre not to store personal information longer than necessary.

You have the right to check what personal information the MNC Writer's Centre holds about you.

Under the Commonwealth Privacy Act, an individual has the right to obtain access to any personal information which the MNC Writer's Centre holds about them and to advise the MNC Writer's Centre of any perceived inaccuracy. There are some exceptions to this right set out in the applicable legislation. To make a request to access any information the MNC Writer's Centre holds about you, please contact the Secretary in writing. Use email address [info@mncwriterscentre.org](mailto:info@mncwriterscentre.org) and subject "Member information update"

The MNC Writer's Centre may require you to verify your identity and specify what information you require to be updated or changed. Although no fee will be charged for accessing your personal information or making a correction, the MNC Writer's Centre may charge a fee to retrieve and copy any material. If the information sought is extensive, the MNC Writer's Centre will advise the likely cost in advance.

### Data breach

MNC Writer's Centre will do our best to keep all personal information secure from on-line attack using such security features as SSL certificates and encoded data transfer. In the event of a data breach we will attempt to ascertain what information has been garnered and advise you personally of the same. Note that no monetary transaction or payment records are kept by the MNC Writer's Centre.

### Enquiries and privacy complaints

If you would like further information about the way the MNC Writer's Centre manages the personal information it holds, please contact the Privacy Officer. If you have any concerns, complaints or you think there has been a breach of privacy, then also please contact the Privacy Officer who will first deal with you usually over the phone. If we then have not dealt satisfactorily with your concerns, we will meet with you to discuss further. If you are not satisfied with our response to your complaint within 30 days from this meeting, then you can refer your complaint to the Office of the Australian Information Commissioner via:

- email: [enquiries@oaic.gov.au](mailto:enquiries@oaic.gov.au)
- tel: 1300 363 992
- fax: +61 2 9284 9666