

Privacy Guidelines

Introduction

My Community Directory operates in accordance with *The Information Privacy Act 2009* of Queensland which relates to the collection and management of personal information. In the context of My Community Directory this is primarily in regards to the contact information for community organisations listed on the My Community Directory website and its affiliates. My Community Directory is bound by the act as many member organisations are government bodies that have provided their directory information to My Community Directory.

Information Privacy Principles

IPP 1—Collection of personal information (lawful and fair)

All information provided by My Community Directory has been collected by an entity authorised to collect that information with the consent of the listed organisations. It is collected for the primary purpose of having a directory of community services for use by:

- the general public
- member organisations including government who work with or support community organisations

The collection of personal information by My Community Directory is restricted to the name, position, phone number, email address, physical and postal address of organisations listed in the directory and users with a login to the My Community Directory website or an affiliated site.

Some contact details are provided to the public but these are expressly given to My Community Directory for this purpose.

IPP 2—Collection of personal information (requested from individual)

My Community Directory makes no attempt to collect data about an individual or organisation without their consent. Publication within My Community Directory requires the organisation agree to the [Terms and Conditions](#) of the site which includes disclosure of how their information is used and managed.

Where information about a community organisation is provided by a third party such as a council, all such organisations are notified by email of their inclusion in the directory and that their listing is subject to the [Terms and Conditions](#) of the site.

IPP 3—Collection of personal information (relevance etc.)

My Community Directory only collects personal information about contacts within listed organisations and registered users of the website. My Community Directory uses a combination of manual and automated systems to verify that contact information remains up to date. Member organisations including councils may also maintain directory information which they are authorised to update.

IPP 4—Storage and security of personal information

Personal information about member organisations is held in a secure database. Access to private contact information is restricted to member organisations that are deemed by My Community Directory to have an appropriate right to use the information and is also governed by the [Terms and Conditions](#) of membership to the site. To ensure appropriate access, the data is segmented and secured by service provided and geographic region.

Industry standard data backup and auditing policies and procedures are followed by My Community Directory.

IPP 5—Providing information about documents containing personal information

The use of an organisations data is covered under the publically accessible [Terms and Conditions](#) of the My Community Directory website.

IPP 6—Access to documents containing personal information

Any authorised employee of an organisation listed on My Community Directory may request a login to the site to view and maintain their own information. This level of access is provided at no cost.

IPP 7—Amendment of documents containing personal information

My Community Directory has a number of automatic and manual processes in place to verify ongoing accuracy of personal information. Member organisations may update information about community services held in the directory that they are authorised to maintain.

IPP 8—Checking of accuracy etc. of personal information before use by agency

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IPP 9—Use of personal information only for relevant purpose

The use of an organisations data is covered under the publically accessible [Terms and Conditions](#) of the My Community Directory website which all member organisations agree to abide by.

My Community Directory limits access to personal information to member organisations that it deems have an appropriate use for this information. Those organisations may be restricted to accessing information within the geographic and / or service categories they operate within or support.

IPP 10—Limits on use of personal information

The use of an organisations data is covered under the publically accessible [Terms and Conditions](#) of the My Community Directory website which all member organisations agree to abide by.

When the terms and conditions are amended, these amendments are published and any organisation that could reasonably be deemed to be affected by the change is notified via email.

IPP 11—Limits on disclosure

Publication within My Community Directory requires the organisation agree to the [Terms and Conditions](#) of the site which includes disclosure of how their information is used and managed.