

# Privacy Statement

## It's your information – you're in control

My Community Directory provides a member controlled database of organisations that provide free or subsidised community services. Members can choose what information they provide concerning their services and have full control over updates and changes to their services. Members are able to remove their listings at any time.

**My Community Directory is committed to protecting the privacy of your personal information.**

## What is personal information?

Personal information is any information about an identifiable individual. The information can be true or false, fact or opinion. Only people can have personal information. Businesses do not in themselves have personal information but the individuals who work in businesses do.

Personal information collected by My Community Directory can include:

- Names of individuals
- Their Job Title
- Contact Details such as Mobile, Telephone and Email address

While most of the information in My Community Directory will not qualify as personal information, once information about identifiable individuals are included on the database, that information will qualify as 'personal information'.

## What does My Community Directory do with your organisation's personal information?

When My Community Directory obtains, stores, uses or discloses personal information it complies with the relevant privacy laws, either the Commonwealth's *Information Privacy Act 1988* or as appropriate, *Queensland's Information Privacy Act 2009*.

The Personal Information in My Community Directory is used and disclosed for non-commercial, community-based activities, unless an individual has given prior consent. Other purposes where personal information may be used with an individual's consent include:

- Paying members of My Community Directory (Councils, Government or Community Organisations) access individual's information for communication regarding community based initiatives or in the event of a natural disaster or emergency.
- Marketing of services relevant and beneficial to Community Organisations.



## What does My Community Directory's privacy policy mean in practice?

### **Collection**

The information My Community Directory collects is necessary for or directly related to the business activities of members. While My Community Directory takes reasonable steps to ensure that no extraneous or unnecessary information is listed, primary responsibility for the accuracy of listing information lies with members who have either inputted the information directly themselves or had their information inputted through the migration of another directory of community organisations.

Members have the right to change or remove their listing at any time through the use of their personal online login. My Community Directory encourages all members and community users to bring any concerns they have about listing information to our attention by lodging a "Support" request.

### **Storage**

Information in My Community Directory is stored in a secure online Database that uses a range of membership access levels to prohibit the incorrect release of personal information.

### **Use**

My Community Directory will use the personal information of members for the purposes of:

- Contacting individuals regarding the updating of My Community Directory member information
- Contacting individuals in the event of a natural disaster or emergency
- Other uses such as provision of industry information or for the promotion of products or services relevant to members.
- Providing other Community Organisations, Councils or Government with the ability to contact individual's in organisation in accordance with the My Community Directory Terms and Conditions.

### **Access and Amendment**

While My Community Directory takes all reasonable steps to ensure that the listing information is accurate, up-to-date and complete, primary responsibility for the quality of the listed information lies with the members.

Members can access their listing at any time and have full capacity to change or delete their listed information.

My Community Directory encourages all members and public users to address any concerns they have about their listing information by either:

- Logging in to their listing and updating their information.
- Reporting a listing error on the My Community Directory website through the "Report incorrect or inappropriate information" link on the Service listing page.
- Submit a "Support" request through the My Community Directory website.

### **Disclosure and Online Access**

My Community Directory is accessible to the public for no charge. Members should be aware that any information listed on the Directory is in the public domain and they should craft their listing with this in mind. Members should also be aware that My Community Directory is an online resource and accordingly can be accessed world-wide. By listing their personal information on the Directory, members agree that this information can be transferred outside Australia.

Members should be aware that there may be occasions where My Community Directory are required to disclose personal information by law, for example in circumstances of disaster, emergency or criminal investigation.

#### Public Users

My Community Directory automatically gathers information such as the numbers and frequency of visitors to monitor the use of the website. This information is collated from log files which record details of each website transaction and may include the IP address of the user accessing the site.

#### Organisational Members and Users

In addition to information available to public users, organisational members and users are entitled to additional information, including access to personal information. This personal information may include:

- Names of individuals
- Their Job Title
- Contact Details such as Mobile, Telephone and Email address

This information is designed to facilitate collaboration between peers in similar organisations to assist in the delivery of client services

#### Government Members and Users

In addition to information available to public and organisational users, Government members and users are entitled to additional information, including access to personal information. This personal information may include:

- Names of individuals
- Their Job Title
- Contact Details such as Mobile, Telephone and Email address

This information is designed to facilitate improved planning and communication between Government agencies and the management of Community Organisation's based in the designated Government region.

### **Compliments, Complaints and Feedback**

My Community Directory has developed through significant contributions by community organisations, councils and government employees. Our commitment remains – to listen and improve features, address complaints and value feedback from you.

Enquiry Type	Response
<b>Feedback/Compliment</b>	
When you want to contact us with an idea, something that would work better, an opinion or compliment.	We will: <ul style="list-style-type: none"> <li>• Acknowledge your contact</li> <li>• Respond by email</li> <li>• Add your question to the Q&amp;A section of the website – we may even begin developing the great feature you suggested right away!</li> </ul>
<b>General Enquiry</b>	
Obtain information or request an action, service or product.	Provide a response with the intention that you will receive the information you need.
<b>Complaint</b>	
Express disagreement about how something is working or a service you have received.	Direct your complaint to the My Community Directory management via phone or email: <ul style="list-style-type: none"> <li>• You will be contacted within a week to discuss or resolve the issue.</li> <li>• If the issue remains unresolved it may be escalated to the Managing Director.</li> <li>• A resolution/response will be sent to you in writing within 21 days of receipt</li> </ul>

If you have any concerns regarding the use of information please contact the Privacy Officer on 1300 762 515.