

1. PURPOSE

Geelong Cemeteries Trust (GCT) recognises the right of individuals to have their personal information handled in a respectful way – protected on the one hand but made accessible to them on the other.

This Policy explains how GCT will collect, hold, use and disclose personal information, how individuals can gain access to personal information, correct inaccuracies within that information, and make complaints about possible breaches of privacy.

Where applicable, this policy will be supported by individual privacy statements such as Staff Privacy Statement and Website Privacy Statement.

2. SCOPE

This Policy covers GCT's Board members and staff as well as, contract workers, consultants, agency on-hire staff, volunteers, suppliers and others. It applies to personal and health information GCT hold about individual clients, consumers, staff and others.

3. POLICY STATEMENT

GCT will only collect such personal information as is necessary for fulfilling its functions of operating a Class A Cemetery Trust (refer *Cemeteries and Crematoria Act 2003*, Section 12A), including operating facilities and its dealings with funeral directors, clients and staff.

GCT respects a person's right to privacy and is committed to protecting Personal Information GCT hold and to complying with all relevant privacy laws, specifically the *Privacy and Data Protection Act 2014* (Vic) (the Act), inclusive of the ten Information Privacy Principles.

4. POLICY

4.1. Collection of Personal Information

GCT collect and handle personal information associated with:

- planning, monitoring and evaluating our services and functions. Where practicable, will remove identifying details from information used for these purposes.
- works related to land, buildings, and other assets GCT manage; or
- employment and engagement of people and organisations to deliver our services.

Wherever possible GCT only collect personal or health information necessary for relevant services.

Sometimes GCT are required to collect personal information to meet our obligations under the *Cemeteries & Crematoria Act 2003*, the *Privacy and Data Protection Act 2014* (Vic) and the *Health Records Act 2001* (Vic).

The nature of our services provided means that some information GCT handle may be personal or sensitive. GCT aim to collect personal information directly from you. Sometimes GCT receive personal information from third parties and, if so, will protect that information as set out in this Privacy Policy.

Personal information GCT collect includes:

- name
- home, postal or other address
- telephone, mobile and fax number

- email address

GCT may also collect other personal or sensitive information depending on the service, for example:

- information you give us when you:
 - make an enquiry, request for service or compliant.
 - apply for a permit.
 - register for and attend a meeting, training, or event.
 - apply to work or volunteer with us.
- driver's license.
- other licenses to carry out work.
- tax file numbers.
- banking details.
- employment history.
- photographic images.
- qualifications and licenses.
- next of kin/emergency contact details.
- information about physical or mental health or disability.
- other personal information GCT need to deliver a service.

GCT collect personal information in emails, other written correspondence, phone calls, meetings and events, online forms, application forms, contracts, agreements, leases, licenses and permits, customer contact databases and referrals from other third parties.

GCT only collect sensitive personal information (defined in the Information Privacy Principles) and health information (defined in the Health Privacy Principles) if it is necessary to deliver our services and only with your consent. GCT collect health information about our employees' and contractors' health information direct and indirectly and only with consent.

Where practicable GCT aim to give you the option of dealing with us without giving us personal information. However, GCT may not be able to deliver you a service if you do not give us the necessary personal or health information.

4.2. Use of Personal Information

GCT collect your personal information for a range of purposes including to:

- verify your identity.
- establish and deliver services.
- handle your enquiry, request for service or complaint.
- handle a permit application referred to us.
- manage a lease or license agreement with you.
- manage communication with you.
- provide you with and manage GCT's website and other digital services.

- manage and comply with statutory obligations.
- manage recruitment and procurement.

4.3. Disclosure of Personal Information

Depending on the purpose for collecting your personal information GCT may disclose it to:

- relevant employees (for administrative and recording purposes).
- appropriate third parties requiring those details to complete a business transaction with GCT.
- and where GCT needs to comply with a legal requirement or request.

The information will also be available to GCT's Information Technology (IT) providers and software support providers with each provider acknowledging the confidentiality requirements associated with this personal information. Where GCT disclose personal information to third parties, they are required to treat it as confidential, as per this policy.

GCT will not sell or share personal information with any unaffiliated third parties for marketing purposes. GCT may use your personal information to provide you with information about our services (marketing) and ask you about your interactions with us (customer research). If you do not wish to receive marketing information or participate in customer research, you may decline at any time by contacting us. If the marketing or research is by email you may also unsubscribe. GCT will take all reasonable steps to meet your request as soon as practicable.

GCT reserve the right to disclose personal information in special cases when GCT have reason to believe disclosing this information is necessary to identify an individual for the purpose of instigating legal action against them in the case of potentially causing injury to persons, damage to GCT property or when GCT believe, in good faith, the law requires it.

4.4. Collection of Non-Personal Information

GCT's website is managed by an independent third party and, on GCT's behalf, collects general, non-personal, statistical information regarding the use of the website. This includes visitations, return visitations, specific pages viewed, number of pages viewed, time spent on the website etc. This information allows GCT to understand which areas of the website are most popular and provides the ability for GCT to enhance these pages for current and future visitors.

This data may be aggregated and supplied to the Board, business partners, other third parties or in response to a Government request. However, you are assured this aggregated data will in no way personally identify you or any other visitors to the website.

4.5. National and International Transfer of Personal Information

Personal information collected by GCT is not made available or disclosed to any interstate or overseas recipients unless a specific request is made, and it is acknowledged that the person requesting the information requires it to carry out a service transaction with GCT e.g. interment, cremation, memorial, headstone etc.

4.6. Security of Personal Information

GCT is committed to ensuring personal information provided to it is secure. In order to prevent unauthorised access or disclosure of this personal information, GCT has in place suitable physical, electronic and managerial procedures to safeguard and secure the personal information and protect it from misuse, interference, loss and unauthorised access, modification and disclosure.

When personal information is no longer required for the purpose for which the information was collected it will be either permanently de-identified or added to a disposal schedule for future destruction in accordance with the *Public Records Act 1973* and other relevant laws.

4.7. Access to Personal Information

Requests for access to personal information collected by GCT about you can be made via privacy@gct.net.au and will be managed in the following ways:

- You can request a copy of the information held by GCT.
- Any information GCT holds that you believe is inaccurate, out of date, incomplete, irrelevant, or misleading, you have the right to advise us to update correct information.
- You have the right to request GCT remove any information.
- You have the right to request a copy of your information in electronic format.

4.8. Privacy Principles

GCT is bound by the *Health Records Act 2001* (Vic) and the *Privacy and Data Protection Act 2014* (Vic), which includes the ten Information Privacy Principles (IPP's). GCT has adopted these ten IPP's as the minimum standard for the handling of Personal Information. More information on the Information Privacy Principles is available at <https://ovic.vic.gov.au/privacy/resources-for-organisations/guidelines-to-the-information-privacy-principles/>

4.9. Consent

The Information Privacy Principles permit a wide range of collection, use and disclosure of personal information with the consent of the person to whom the information pertains.

Consent must be voluntary, informed, and specific.

It is GCT's understanding that when a customer seeks our services and provides personal information to GCT, either directly or via a third party, then that customer has given consent to collect, use and disclose personal information for the purpose of providing those services.

4.10. Complaints about Breach of Privacy

Victorian Privacy Legislation provides that individuals must be able to make a complaint if they feel GCT has breached this Privacy Policy or the Information Privacy Principles.

Individuals wishing to make a complaint may:

- Contact GCT's Administration Office on 03 5249 3939 to discuss the complaint with the relevant officer; or
- Lodge a written complaint, either to privacy@gct.net.au or by post to 141 Ormond Road, East Geelong Vic 3219, detailing all relevant particulars, including why you feel GCT has breached the Privacy Policy or Information Privacy Principles.

GCT takes all complaints seriously and will provide a written response once the matter has been fully investigated.

5. ACCOUNTABILITY

Role	Accountability
Board	Responsible for establishing policy and procedural principles for the operations of the Trust consistent with legal requirements and community expectations.
Audit & Risk Committee	Is to provide advice and guidance to the Trust to assist in carrying out its community engagement responsibilities, as well as its statutory requirements as stipulated in the <i>Cemeteries and Crematoria Act 2003</i> (the Act).
Director Corporate Services/CFO	Is the Accountable Officer for the development, review and implementation of this policy.

6. DEFINITIONS

Term	Definition
Personal Information	Information or an opinion (including information or an opinion forming part of a database), that is recorded in any form and whether true or not, about an individual whose identity is apparent, or can reasonably be ascertained, from the information or opinion
Health Information	A category of personal information. Information or opinion about the physical, mental, psychological health of an individual, about the disability of an individual, or about the health service provided or to be provided to an individual.
Sensitive Information	A category of personal information. Information or opinion about an individual's ethnic groups, religious beliefs, political opinions or association, philosophical beliefs, membership of professional association or trade union, sexual preferences or practices and criminal record.

7. LEGISLATION AND SUPPORTING DOCUMENTS

Legislation:	<ul style="list-style-type: none"> • <i>Cemeteries and Crematoria Act 2003</i> • <i>Cemeteries and Crematoria Regulations 2005</i> • <i>Health Records Act 2001</i> • <i>Privacy and Data Protection Act 2014</i> • <i>Public Records Act 1973</i>
Policy:	<ul style="list-style-type: none"> • Code of Conduct (GCT) – Governing Policy

8. VERSION CONTROL

Title:	Privacy Policy – Governing Policy
Document ID:	
Version Control:	1
Audience:	Board members, staff, contract workers, consultants, agency on-hire staff, volunteers, clients/customers, suppliers and others.
Category:	Governance & Risk
Subcategory:	Corporate Services
Effective Date:	28 November 2023
Review Date:	30 November 2025
Accountable Officer:	Director Corporate Services/CFO
Approval Authority:	Board