



How to Manage Privacy and Personal Information

A Guide for Sustainable Neighbourhood Groups

Privacy Statement

The Lake Macquarie Sustainable Neighbourhood Alliance (the Alliance) and its member Sustainable Neighbourhood groups are committed to protecting the privacy of our volunteers and contacts.

All Sustainable Neighbourhood groups should adhere to the [Alliance Privacy Principles](#) when collecting, using, and managing personal details. This document is a guide for Sustainable Neighbourhood groups to act in accordance with with these principles.

Definition

Personal Information	<p>Personal information is any information or opinion about an identifiable person. For Sustainable Neighbourhood groups this will usually include:</p> <ul style="list-style-type: none"> written records about a person (for example, contact details, emergency contact details, records of participation, relevant medical conditions, availability and interests) a photograph or image of a person.
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Collecting personal information

When collecting personal information on behalf of a Sustainable Neighbourhood group:

1. Only collect personal information that is relevant, and necessary, for the functioning of your Sustainable Neighbourhood group.
2. Only collect personal information directly from the person concerned, unless otherwise in accordance with the Alliance Privacy Principles.
3. Inform the individual concerned of the purpose, intended recipients, supply, storage, and access details of their personal information. For detailed information, you can refer individuals to the [Alliance Privacy Principles \(Tables 1 and 2\)](#). When collecting personal information on any form, you should include this privacy note:



Privacy Note

We collect your personal details for the purpose of contacting you and managing your participation in relation to Sustainable Neighbourhood activities. In some circumstances, your personal details may be disclosed to the Lake Macquarie Sustainable Neighbourhood Alliance (Inc) and/or Lake Macquarie City Council, and/or an insurance provider. Supply of your personal details is voluntary. However, participation opportunities may be limited without the requested details. You can contact the [insert group name] Sustainable Neighbourhood Group on [insert email] or [insert phone] to access or correct any personal information about yourself.

4. In photographs or videos where a person's face is identifiable, always seek written consent from the individual(s). You can do this by including a photo consent section on a registration or sign in / sign out form at your activities. The following text can be added to the form:

Photography and video consent

We may take photographs and or video footage of participants at this activity for the purpose of documenting our activities, and promoting Sustainable Neighbourhood activities. In some circumstances these images may also be used by the Lake Macquarie Sustainable Neighbourhood Alliance (Inc), and/or Lake Macquarie City Council to promote the Sustainable Neighbourhoods Program and other sustainability initiatives. Please notify the photographer if you do not want your image, or images of children under 18 who are under your care, collected for these purposes.

Photographs or videos of a crowd, where individuals' faces are not identifiable, do not require consent.

5. Information relating to ethnic or racial origin, political opinions, religious or philosophical beliefs, trade union membership, health, or sexual life shall not be collected, used or disclosed by a Sustainable Neighbourhood group.
6. Information relating to an individual's criminal history may only be processed as required or authorised by law. For example, an individual may be required to complete a Working with Children Check, before they can volunteer for a role that involves working with children.

Recording, Storing, and Managing Personal Information

Your group should nominate one person (the recordkeeper) to be responsible for storing, maintaining, and managing all personal information collected on behalf of the group.

7. The recordkeeper is responsible for maintaining accurate, complete, and up to date records of all personal information collected on behalf of the group.
8. The recordkeeper will maintain a central, electronic record of all personal details they have collected, including volunteer registrations, membership applications, participation in training and activities, and interested contacts and queries. This can be done using an electronic spreadsheet. Ask the Alliance for assistance with this if required.

In addition, the recordkeeper should retain and securely store the original paperwork on which personal details have been collected, including sign on / off sheets from activities, Volunteer Registration Forms, Membership Application Forms, Email list sign up sheets etc.

9. The recordkeeper will ensure personal information is kept securely (as is reasonable in the circumstances) against loss, unauthorised access, use, modification, or disclosure.
10. The recordkeeper shall allow an individual to have access to any records of personal information about themselves, upon request by providing proof of identity.



Use and Disclosure of Personal Information

11. Personal information collected on behalf of a Sustainable Neighbourhood Group may only be accessed and used for the purpose(s) for which it was collected. That is:
 - To contact individuals and manage participation in relation to Sustainable Neighbourhood activities; and/or
 - To inform individuals of relevant sustainability opportunities and activities; and/or
 - To promote the Sustainable Neighbourhoods Program.
12. Under no circumstances can personal information collected on behalf of a Sustainable Neighbourhood group be used for personal, commercial or other purposes, other than the purposes stated above.
13. Sustainable Neighbourhood groups are responsible for managing their email list for participants in their local neighbourhood. A group's email list and email content should only be used for the purpose(s) stated above.
14. When sending out an email to your contact list, ensure you do not disclose recipient email addresses to the whole list. Add recipient addresses to the BCC section in your email message. (BCC stands for 'Blind Carbon Copy', and prevents individual's email addresses from being seen by other recipients. This website http://email.about.com/od/emailnetiquette/a/cc_and_bcc.htm explains BCC.)
15. Regarding disclosure of personal information records between a local Sustainable Neighbourhood Group, the Lake Macquarie Sustainable Neighbourhood Alliance, and/or Lake Macquarie City Council, the recipient of the personal information shall not use or disclose the information for a purpose other than the purpose for which the information was originally collected.

