

# Privacy and Data Security Policy

### Purpose

This policy statement discusses how the Cranbourne Friends Royal Botanic Gardens Victoria (CFRBGV) collects, holds, and uses the personal information it gathers from its membership.

This policy is framed with reference to the Rules of the CFRBGV Association and the Victorian Information Privacy Principles.

The CFRBGV respects the importance of your individual right to privacy and is committed to protecting and guarding against the misuse of your personal information.

### Scope

The scope of this policy applies to all Cranbourne Friend (CF) members and volunteers. It also applies to any third parties relationships formed during the course of the activities conducted by the CF.

### Our Privacy Commitment

The CFRBGV's position on privacy is to:

- only collect and use personal information necessary to perform and fulfil its functions and to comply with the policy and operational practices of the RBGV
- keep personal information about its membership accurate and up-to-date, secure, complete and relevant
- destroy personal information securely when no longer required
- advise committee member volunteers of their responsibility to remove member's personal information from a personal computer when TidyHQ is fully operational
- not pass on personal information to third parties without the consent of the individual, except where disclosure is required by law
- if requested, tells individuals the personal information held about them, explains the purposes for which it is collected and immediately corrects any errors that can be accurately demonstrated.

### Authorisation to Collect Personal Information

Under the current Rules of the CFRBGV Association, personal information is required to be collected about individual members. It is to be held on a register.

For each member this means that the personal information refers to:

- Your name, address (residential/postal), telephone numbers and email address
- Information about your emergency contact person if you are an onsite volunteer
- Background checks, for example a Working with Children Check for Committee of Management and Special Interest Group members
- The date your membership becomes active
- The date your membership ceases
- Other information provided voluntarily by you, for example survey responses
- Any other information determined by the Committee

## **Privacy and Data Security policy**

Any member can inspect the TidyHQ register for details of their membership. A general member is not permitted to look at personal information belonging to another member.

### **How is this Personal Information Used?**

This personal information enables the CF to function properly and efficiently, facilitate your membership entitlements and deliver information about events and activities that may be of interest.

It also enables the CF to gather evidence in support of background checks or to request an ambulance and notify your emergency contact in the event of an adverse health event or accident.

We take all reasonable steps to ensure that the personal information we collect, use and disclose is accurate and up to date. If you believe that personal information held about you is inaccurate, incomplete or out of date, please contact the CF Membership Secretary.

On occasion personal information will be provided by you for a specific reason, such as allergy or medical requirements when attending a Friends trip. Such information is not retained beyond that specific use and would not appear on the register.

### **Our Commitment to You**

All reasonable steps are taken to protect all personal information from misuse, loss, unauthorised access, or disclosure.

We will not pass on your personal information to a third party unless we are required to do so by law.

We will only disclose personal information to third parties where such a disclosure is necessary to fulfil our obligations to you, in which case the third party may only use your personal information for the necessary purpose of fulfilling our obligations to you. An example of this would be a printing business printing addresses on envelopes to enable mailing of Naturelink.

### **Information, Protection and Storage**

We store information in different ways, including on paper and in electronic form. When your information is provided to us, the information may be combined or linked to our administrative management platform, TidyHQ. For further information on TidyHQ security see <https://www.tidyhq.com/security>

In the past, the CFRBGV has maintained its member records using private computers belonging to members of the Committee of Management. This is neither a safe nor desirable practice. More recently the Committee of Management has taken up a subscription to TidyHQ which is an electronic data base that can effectively and efficiently fulfil a multiplicity of functions. TidyHQ is progressively being used for more functions.

## **Privacy and Data Security policy**

It is the intention of the Committee of Management that TidyHQ will be the only repository of data pertaining to the membership and Committee business. The security of this data is rigorously monitored and protected by TidyHQ. A member can view and amend elements of their own profile (and see transactions they have made) after logging into the TidyHQ system.

We will not retain personal information longer than necessary for the purposes outlined above and for compliance with legal requirements. At the end of the 3-year retention period, we will take reasonable steps to destroy your personal information.

Payments made by credit card through Tidy HQ are processed by Stripe (a payment processing organisation) as a one-off transaction. Both TidyHQ and Stripe manage data about credit cards securely, in a concealed format.

### **Responsible Person**

The Membership Secretary and the Secretary of the CFRBGV Committee of Management are responsible for ensuring the Privacy Policy is observed.

### **Complaints**

In the first instance, complaints or questions relating to the Privacy Policy should be directed to the Secretary of the Committee of Management. The complaint will be investigated and determined by a special sub-committee convened for this purpose by the President and will include a suitably qualified independent and impartial person from outside the Committee of Management.

Every effort will be made to ensure the process is conciliatory and just. The outcome of the work of the sub-committee will be detailed in the form of recommendations and will be final.