

Privacy Policy

Purpose

The Victorian Responsible Gambling Foundation (the Foundation) is committed to handling and protecting every individual's personal and health information. This policy outlines how the Foundation will manage this information in accordance with:

- the Privacy and Data Protection Act 2014 (Vic) (PDP Act) and its associated privacy principles
- the Public Records Act 1973 (Vic) (PR Act)
- the Health Records Act 2001 (Vic) (HR Act)
- the Office of the Victorian Information Commissioner's (OVIC) Protective Data Security Standards (VPDSS)
- other applicable legislation and Government standards

Scope

This policy applies to all workplace participants. For the purpose of this policy, this includes board members, employees, contractors, consultants and any individuals or groups undertaking activity for or on behalf of the Foundation. This policy also applies to any person who interacts with the Foundation's digital systems.

Policy

1. Information Collection

The Foundation collects personal and health information only where the information is necessary to carry out our functions or required by law.

The Foundation collects information provided by members of the public, employees, business partners, government agencies and other third parties as part of undertaking the functions and obligations outlined in the Victorian Responsible Gambling Foundation Act 2011.

Personal and Health information is collected through a number of sources including but not limited to applications, enquiries, submissions, subscriptions, surveys, feedback or complaints submitted in the form of hard copy or electronic documents, or voice or video recordings.

The Foundation will:

- only collect personal or health information by lawful means
- only collect the personal or health information (including sensitive information) that is required to carry out our functions or as required by law
- obtain your consent when collecting your information
- provide you with information on how to access the information, the purposes for collection and to whom it may be disclosed.

There may be occasions where failure to provide information has consequences. The Foundation will take all reasonable steps to ensure an individual is fully informed and understands these consequences.

The Foundation will collect personal or health information directly from the relevant individual, where possible. However, may also collect information about an individual from an agency, third party or a publicly available source. Where reasonably practicable, the Foundation will notify individuals when information about them has been collected from third parties.

2. Use and disclosure of information

The Foundation primarily uses or discloses personal or health information for the reason the information was collected. There may be occasions when the Foundation uses personal or health information for another related purpose which would be reasonably expected.

Any other use or disclosure of the personal or health information will only occur with the person's consent or as required or authorised under law.

3. Information Management

The Foundation will take reasonable steps to protect personal and health information it holds from misuse, unauthorised access, modification, disclosure or loss in compliance with the Office of the Victorian Information Commissioner's (OVIC) Victorian Protective Data Security Framework (VPDSF).

The Foundation will ensure they:

- de-identify information where appropriate
- use unique identifiers where appropriate and authorised by law, or where consent is provided such as in reference to a Gambler's Help client
- take reasonable steps to ensure information is accurate, complete and up to date and have processes in place to enable an individual reasonable access to their information, when requested by that person, to ensure our records are accurate
- retain and store information in accordance with the Foundation's Information Management Framework which meets requirements for, but not limited to, the PR Act, HR Act and Public Record Office Victoria (PROV) standards and the VPDSF.

The Foundation uses a combination of people, process and technology safeguards across information, ICT, personnel and physical security to protect information.

Information is destroyed or permanently de-identified when it is no longer required in accordance with relevant legislation and/or the relevant Retention and Disposal Authorities.

If the Foundation becomes aware that an individual's information has been inappropriately handled, we will take steps to inform the individual of the incident and will take appropriate action to ensure that such a breach does not occur again.

The Foundation may share information with third parties for the purpose of research and/or evaluation. Where appropriate, this information will be anonymised or deidentified in accordance with the governing legislation applicable to the information.

3.1. Web sites - cookies and web analytics

Access to the Foundation's web sites does not require individuals to identify themselves however personal information may be collected automatically as a result of a person accessing one of our web sites. This information is collected via web server logs, cookies or web beacons. Sometimes web browsers send information to third parties.

Information is collected when an individual completes a form, subscribes to a newsletter or registers for an event or training session. This information is retained in the Foundation's IT systems and stored in Australia.

The Foundation also uses javascript and cookies to collect information about visitors to our website to understand where they come from, what device and software they used, how they used the site and what they looked at. Cookies can be disabled within the browser, should an individual not wish cookie tracking to be enabled.

Some content on our websites eg video, are hosted by a third-party providers who may collect personal information about the viewer for their own purposes. Individuals will need to refer to the provider's own privacy policy for more information.

3.2. Social Media

The Foundation uses social media to communicate with the public about our work. We may collect personal information provided by individuals who communicate with us. To protect people's privacy, we will never ask individuals to share personal information via social media.

The Foundation uses social media sharing links on web sites, social media posts and electronic communications. By clicking these, people are able to share a message or link to others on social media platforms against their own accounts. The social media site people share to may collect personal information about them for their own purposes.

3.3. Subscriptions to newsletters and other Electronic Direct Marketing (EDM) materials

When individuals subscribe to newsletters and other EDMs, the Foundation will collect and store personal information in our CRM system and share it with sites such as Campaign Monitor or MailChimp for the purpose of distribution. We also store analytics based on an individual's interaction with the message to help customise future content sent to an individual who has opted in to receive communications. Individuals can unsubscribe from communications from the Foundation at any time.

3.4. Gambler's Help Services

With consent, personal (including sensitive information) and health information is collected by Gambler's Help service providers who are funded by the Foundation to provide Gambler's Help treatment services. Information is accessed, handled and managed in Australian data centres in accordance with the PDP Act, HR Act and other related security standards and legislation. Deidentified information may be shared with third parties for the purposes of research and program evaluation.

3.5. Employee Records

The Foundation collects and stores personal information pertaining to an individual's employment with the Foundation. From time to time this will include the collection of health information, for example, in the course of approving personal leave or managing business continuity and associated health directives.

3.6. Suppliers and Business Partners

The Foundation collects and stores contact information for our business partners and suppliers in our CRM system. This information is typically provided to the Foundation for the purposes of communication with key personnel in order for us to conduct the functions and obligations of our business.

4. Access

Individuals can request access to their personal or health information by contacting the business area that holds the information.

If the information involves a third party's privacy, a formal Freedom of Information request is required. A FOI request form can be found at the Freedom of Information website: www.foi.vic.gov.au

If the information is held by a Gambler’s Help agency, individuals will need to contact the agency directly to access their client and case records.

5. Complaints

The foundation will be efficient and fair when responding to information privacy complaints. The process for investigation and response to complaints is set out in the Foundation Privacy Complaint Procedure and Form.

Queries regarding information privacy, should be directed to the foundation’s Privacy Officer.

Privacy Officer
Victorian Responsible Gambling Foundation
PO Box 2156
Royal Melbourne Hospital
Victoria 3050

Phone: (03) 9452 2600
Email: contact@responsiblegambling.vic.gov.au

If you are not satisfied with how the Foundation deals with your complaint, you can refer your complaint to the Office of the Victorian Information Commissioner (OVIC) for review. If you wish to make a complaint regarding a breach of privacy in relation to health information, the matter should be referred to the Office of the Health Complaints Commissioner.

6. FOI requests

Requests for information must be made in accordance with the FOI Act. People submitting FOI requests must provide their name, contact details and details surrounding the request. FOI requests should be submitted to the Privacy Officer and will be handled with appropriate discretion.

7. Relevant legislations and policies

This policy should be read in conjunction with the Privacy and Data Protection Act 2014 (Vic).

All employees are encouraged to read this policy in conjunction with other relevant Foundation and VPS policies, including:

- the Privacy and Data Protection Act 2014 (Vic) (PDP Act) and its associated privacy principles
- the Public Records Act 1973 (Vic) (PR Act)
- the Health Records Act 2001 (Vic) (HR Act)
- the Office of the Victorian Information Commissioner’s (OVIC) Protective Data Security Standards (VPDSS)
- Social Media

Definitions

Personal Information	<p>‘Personal information’ is defined in section 3 of the PDP Act as “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”.</p> <p>In other words, ‘Personal information’ is information or an opinion about someone that is recorded in any form, whether true or not, where their identity is obvious or can be figured out if bits of information are put</p>
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	together. Examples include: name, home address, home telephone number and email address.
Health Information	‘Health information’ is defined in section 3 of the HR Act and includes, but is not limited to, information or an opinion relating to physical, mental or psychological health of an individual, disability of an individual, health services provided or to be provided and personal information collected with providing a health service.
Sensitive Information	<p>The definition of ‘sensitive information’ is in Schedule 1 of the PDP Act. Sensitive information means information or an opinion that relates to an individual’s –</p> <ul style="list-style-type: none"> • racial or ethnic origin; or • political opinions; or • membership of a political association; or • religious beliefs or affiliations; or • philosophical beliefs; or • membership of a professional or trade association; or • membership of a trade union; or • sexual preferences or practices; or • criminal record— <p>that is also personal information.</p>
Unique Identifier	The Foundation will not disclose a unique identifier created by another organisation unless there is a lawful basis to do so.

Approver	CEO – Victorian Responsible Gambling Foundation via the Executive Leadership Team		
Approval Date	2 August 2022		
Review Date	Annually		
Responsible team & contact	Corporate Services		
1	1.0		
Version no.	Date	TRIM reference	Detail
1.0	2 August 2022	CD/23/114283	Baselined version to new policy template
Review process			
<p>The Corporate Services branch are responsible for the implementation and management of this policy. This policy will be reviewed annually as part of the attestation process to OVIC each year to ensure it appropriately meets all requirements outlined in relevant legislation and Government standards.</p> <p>Any revisions made to the policy will be communicated to employees.</p>			