

## **FRANKSTON PEOPLE'S COUNCIL STATEMENT OF PRIVACY POLICY**

Frankston People's Council has established the following Privacy Principles to protect any data collected.

### Information Collected

As a public organisation we collect and hold detailed information that personally identifies you and/or contains information about you. In addition, our ability to provide you with services and information is dependent on us obtaining certain personal information about you.

Failure to provide the personal information may cause difficulty in corresponding with you or providing you with appropriate levels of service, now and in the future.

We will not collect any personal information about you except when you have knowingly provided that information to us or authorised a third party to provide that information to us.

Generally, collection of your personal information will be obtained by you corresponding with us electronically, over the phone or in face-to-face meetings with members of the Council. From time to time additional and/or updated personal information may be collected through one or more of those methods.

We will only collect, maintain and use personal information about you if it is necessary for us to adequately correspond or provide services for you in the normal course of our operations.

### Use and Disclosure of Information Collected

We will not use or disclose personal information collected by us for any purpose other than:

To maintain a database of residents and interested people in our region; or  
where you have consented to such disclosure; or

where an authorised organisation, a staff member or contractor requires the information to provide you with services agreed to be provided for you by the Frankston People's Council.

We may use your personal information for the purpose of providing you with direct marketing material such as articles or reports that may be of interest to you. However, you may, by contacting us, request not to receive such information and we will give effect to that request. Please allow two weeks for your request to be actioned.

### Data Quality

Frankston People's Council will take reasonable steps to ensure that the personal information it collects, uses or discloses is accurate, complete and up to date.

### Data Security

Your personal information is generally held in a manual file and in a computer database. The database is located in Australia and is not held in cloud based systems.

We will at all times seek to ensure that the personal information collected and held by us is protected from misuse, loss, unauthorised access, modification or disclosure. At all times your personal information is treated as confidential and any sensitive information is treated as highly confidential.

### Correction of Information

We will endeavour to ensure that, at all times your personal information which we hold is up to date and accurate. Therefore, you are encouraged to contact us and advise of any change in your personal details that may affect your dealings with us.

### Website

We use cookies on our website. Our website contains links to other websites whose operator may or may not adhere to a privacy policy or be governed by the National Privacy Principles.

Should you have any queries, please email or write to the Frankston People's Council at the addresses shown below:

Frankston People's Council  
457 Nepean Highway  
Frankston VIC 3199  
EMAIL: frankstonpeoplescouncil@outlook.com