

ANHLC Privacy Policy

Purpose

To ensure that ANHLC protects the privacy of information collected on its member Neighbourhood Houses and Learning Centres ('Neighbourhood Houses') and satisfies all legal and ethical obligations regarding the protection of private and confidential information.

Guidelines

ANHLC collects and administers a range of information on its members and related organisations for the purposes of providing member services, enhancing communications and conducting research. ANHLC is committed to disclosing the purposes for which information is collected, to obtaining informed consent for use and disclosure of this information, and to safeguarding the confidentiality of its members.

ANHLC also collects and administers a limited amount of personal information on staff and volunteers for the purposes of communications, Occupational Health and Safety and maintaining a Duty of Care. ANHLC recognises the right of individuals to have their information administered in ways which they would reasonably expect: protected on the one hand, and made accessible to them on the other.

ANHLC's privacy policy is bound by Victorian privacy laws, the *Information Privacy Act 2000*, and other laws that impose specific obligations when it comes to handling information. Principles contained in the Victorian privacy laws underpin ANHLC's policy.

General principles

ANHLC will:

- Only collect information that is necessary for the performance and primary function of ANHLC.
- Tell those we are collecting information from why we collect the information and how it is administered.
- Take reasonable steps to ensure the information we collect is accurate, complete, up to date and relevant to the functions we perform.
- Ensure members and individuals have access to information held about them and to correct it if it is inaccurate, incomplete, misleading or out of date.

Specific data collection and use

Member contact information

The following member information is made public on the ANHLC website:

- Organisation name and abbreviated name (if applicable)
- Phone number
- Website address
- Suburb/town

To mitigate the amount of marketing and unwanted spam sent to Neighbourhood Houses, ANHLC does not list postal or email addresses on our website.

ANHLC does not release contact lists of Neighbourhood Houses to third parties. When third parties wish to contact all or a group of Neighbourhood Houses in the state, depending on the context, ANHLC will either refer the party to the relevant Network(s), and/or encourage them to include an article, advertisement or insert in the ANHLC newsletter.

Survey data

ANHLC collects survey data from members in order to build an evidence base for our policy and advocacy work. In addition to the annual member survey, ANHLC conducts surveys throughout the year on specific issues as the need arises.

Member organisations are asked to provide their name in surveys to ensure:

- Data validation (i.e. that the organisation is eligible to complete the survey)
- Duplicate surveys can be identified and deleted
- Organisations can be contacted by ANHLC staff for clarification or follow up.

Survey results will be de-identified – i.e. not attributed to individual Neighbourhood Houses – prior to publication and dissemination to protect confidentiality.

Identified data will only be shared with other parties with the permission of the organisation completing the survey, or at their request.

e.g. In the annual ANHLC members survey, members are given the option of permitting ANHLC to share their data with their regional Neighbourhood House Network in a way that identifies their Neighbourhood House, or sharing their de-identified data with their regional Network.

Filing

ANHLC keeps a limited number of hard copy documents on individual Neighbourhood Houses on file (e.g. current program, most recent annual report). Most ANHLC files are stored electronically, e.g. correspondence between ANHLC and individual Neighbourhood Houses. All Neighbourhood House files are treated as confidential, with access strictly limited to ANHLC staff and Board of Management, unless otherwise directed by the Neighbourhood House, e.g. when a Neighbourhood House requests ANHLC to circulate information among other Houses on its behalf.

Access to personnel files, both hard copy and electronic, is limited to the ANHLC Executive Officer and the Finance Officer. Individual staff have the right to access their personal information.

RELATED POLICIES AND DOCUMENTS

ANHLC Membership Policy

Adopted: 28 June 2010

Review due: