

PRIVACY POLICY



Privacy is important

This statement outlines STARplex's policy on how STARplex uses and manages personal information provided to or collected by it. STARplex is bound by the **Australian Privacy Principles contained in the Commonwealth Privacy Act 1988**. STARplex may, from time to time, review and update this Privacy Policy to take account of new laws and technology, changes to STARplex's operations and practices and to make sure it remains appropriate to the changing STARplex environment.

Collection of personal information

The type of information STARplex collects and holds includes (but is not limited to) personal information, including sensitive information, about:

- Members and participants before, during and after the course participation at STARplex.
- Job applicants, staff members, volunteers and contractors; and
- Other people who come into contact with STARplex.

Personal Information members and participants provide:

STARplex will generally collect personal information held about an individual by way of forms filled out by members and participants, face-to-face meetings and interviews, and Telephone calls. On occasions people other than members and participants provide personal information.

Personal Information provided by third parties:

In some circumstances STARplex may be provided with personal information about an individual from a third party, for example a report provided by a medical professional or a reference from another party.

Exceptions:

Under the Privacy Act the Australian Privacy Principles do not apply to an employee record. As a result, this Privacy Policy does not apply to the STARplex's treatment of an employee record, where the treatment is directly related to a current or former employment relationship between STARplex and employee.

Uses of personal information

STARplex will use personal information it collects from you for the primary purpose of collection, and for such other secondary purposes that are related to the primary purpose of collection and reasonably expected, or to which you have consented.

Members and participants:

In relation to personal information of members and participants, STARplex's primary purpose of collection is to enable STARplex to provide services for members and participants. The purposes for which STARplex uses personal information of members and participants include:

- Keeping members and participants informed about matters related to
- STARplex, through correspondence and newsletters;
- Day-to-day administration.

Job applicants, staff members and contractors:

In relation to personal information of job applicants, staff members and contractors, STARplex's primary purpose of collection is to assess and (if successful) to engage the applicant, staff member or contractor, as the case may be. The purposes for which STARplex uses personal information of job applicants, staff members and contractors include:

- In administering the individual's employment or contract, as the case may be;
- For insurance purposes;
- To satisfy STARplex's legal obligations.

Work experience:

STARplex also obtains personal information about work experience students who assist STARplex in its functions or conduct associated activities.

Disclosure of personal information

STARplex may disclose personal information, including sensitive information, held about an individual to:

- Medical practitioners;
- Anyone you authorise STARplex to disclose information to.

Sending information overseas:

STARplex will not send personal information about an individual outside Australia without:

- Obtaining the consent of the individual (in some cases this consent will be implied); or
- Otherwise complying with the Australian Privacy Principles.

Sensitive information

In referring to 'sensitive information', STARplex means: information relating to a person's racial or ethnic origin, political opinions, religion, trade union or other professional or trade association membership, sexual preferences or criminal record, that is also personal information; and health information about an individual. Sensitive information will be used and disclosed only for the purpose for which it was provided or a directly related secondary purpose, unless you agree otherwise, or the use or disclosure of the sensitive information is allowed by law.

Management and security of personal information

STARplex staff are required to respect the confidentiality of members' and participants' personal information and the privacy of individuals. STARplex has in place steps to protect the personal information STARplex holds from misuse, loss, unauthorised access, modification or disclosure by use of various methods including locked storage of paper records and passworded access rights to computerised records.

Updating personal information

STARplex endeavours to ensure that the personal information it holds is accurate, complete and up-to-date. A person may seek to update their personal information held by STARplex by contacting Reception at any time. The Australian Privacy Principles require STARplex not to store personal information longer than necessary.

Access to personal information

Under the Commonwealth Privacy Act, an individual has the right to obtain access to any personal information which STARplex holds about them and to advise STARplex of any perceived inaccuracy. To make a request to access any information STARplex holds about you, please contact the General Manager, **Mr Bradley Wenske**, in writing. STARplex may verify your identity and specify what information you require.

STARplex may charge a fee to cover the cost of verifying your application and locating, retrieving, reviewing and copying any material requested. If the information sought is extensive, STARplex will advise the likely cost in advance.

Enquiries and Complaints

If you would like further information about the way STARplex manages the personal information it holds, or wish to complain that you believe STARplex has breached the Australian Privacy Principles, please contact the General Manager, **Mr Bradley Wenske**. Any complaint you make will be investigated and you will be notified of a decision made in relation to your complaint as soon as it is practicable.

STARplex
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