



# Privacy Policy

## 1 We respect your privacy

Manningham Inclusive Community Housing Inc (MICH). respects your right to privacy and is committed to safeguarding the privacy of our members and website visitors. We adhere to the Privacy Principles contained in the Victorian Privacy and Data Protection Act 2014. This policy sets out how we collect and treat your personal information.

MICH may use personal information collected from you to provide you with information, updates and our services. We may also make you aware of new and additional services and opportunities available to you. We may use your personal information to improve our services and better understand your needs.

"Personal information" is information we hold which is identifiable as being about you.

## 2 Collection of personal information

MICH will, from time to time, receive and store personal information you enter onto our website, provided to us directly or given to us in other forms.

You may provide basic information such as your name, phone number, address and email address to enable us to send information, provide updates and process your requests. We may collect additional information at other times, including but not limited to, when you provide feedback, change your content or email preference, respond to surveys or communicate with us.

Additionally, we may also collect any other information you provide while interacting with us.

If you are an employee of MICH we will also hold employment related information. If you are a Committee member, we may hold information about Police checks.



## 3 How we collect your personal information

MICH collects personal information from you in a variety of ways, including when you interact with us electronically or in person, when you access our website and when we provide our services to you. We may receive personal information from third parties. If we do, we will protect it as set out in this Privacy Policy.

## 4 Use of your personal information

### 4.1 Disclosure of your personal information

MICH may contact you by a variety of measures including, but not limited to telephone, email, sms or mail.

We may from time to time need to disclose personal information to comply with a legal requirement, such as a law, regulation, court order, subpoena, warrant, in the course of a legal proceeding or in response to a law enforcement agency request.

We may also use your personal information to protect the copyright, trademarks, legal rights, property or safety of MICH, its members or third parties.

Information that we collect may from time to time be stored, processed in or transferred between parties located in countries outside of Australia.

If there is a change in our Management Committee, we reserve the right to transfer to the extent permissible at law our user databases, together with any personal information and non-personal information contained in those databases. We would seek to only disclose information in good faith and where required by any of the above circumstances.

By providing us with personal information, you consent to the terms of this Privacy Policy and the types of disclosure covered by this Policy. Where we disclose your personal information to third parties, we will request that the third party follow this Policy regarding handling your personal information.



If you do not want your personal information to be disclosed, MICH will endeavour to accommodate this request provided that disclosure is not required by law.

However, if your personal information is not disclosed, MICH might not be able to effectively provide you with certain services or benefits.

## 4.2 Security of your personal information

MICH is committed to ensuring that the information you provide to us is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure information and protect it from misuse, interference, loss and unauthorised access, modification and disclosure.

If MICH determines that personal information is no longer needed for any purpose, MICH will take reasonable steps to destroy or permanently de-identify that personal information, unless the information is required by law to be retained.

The transmission and exchange of information is carried out at your own risk. We cannot guarantee the security of any information that you transmit to us, or receive from us. Although we take measures to safeguard against unauthorised disclosures of information, we cannot assure you that personal information that we collect will not be disclosed in a manner that is inconsistent with this Privacy Policy.

## 7. Access to your personal information

You may request details of personal information that we hold about you in accordance with the provisions of the Freedom of Information Act 1982 (Vic). If you would like a copy of the information, which we hold about you or believe that any information we hold on you is inaccurate, out of date, incomplete, irrelevant or misleading, please email us at [info@MICH.org.au](mailto:info@MICH.org.au).

We reserve the right to refuse to provide you with information that we hold about you, in certain circumstances set out in the Privacy Act.

In the event of any loss, or unauthorised access or disclosure of your personal information that is likely to result in serious harm to you, in accordance with



our obligations under the Notifiable Data Breaches Scheme, we will investigate and notify you and the Australian Information Commissioner as soon as practicable of becoming aware of the loss, or unauthorised access or disclosure, in accordance with the Privacy Act. When notifying you and the Office of the Victorian Information Commissioner, we will outline the steps that will be undertaken in response to the breach. A review of the breach will be undertaken and actions implemented to prevent a future breach.

## 8. Complaints about privacy

If you have any complaints about our privacy practices, please feel free to send in details of your complaints to [info@MICH.org.au](mailto:info@MICH.org.au). We take complaints very seriously and will respond shortly after receiving written notice of your complaint.

## 9. Changes to Privacy Policy

Please be aware that we may change this Privacy Policy in the future. We may modify this Policy at any time, in our sole discretion and all modifications will be effective immediately upon our posting of the modifications on our website or notice board. Please check back from time to time to review our Privacy Policy.

## 5 Website

### 5.1 When you visit our website

When you come to our website ([www.MICH.org.au](http://www.MICH.org.au)) we may collect certain information such as browser type, operating system, website visited immediately before coming to our site, etc. This information is used in an aggregated manner to analyse how people use our site, such that we can improve our service.

### 5.2 Cookies

We may from time to time use cookies on our website. Cookies are very small files which a website uses to identify you when you come back to the site and to store details about your use of the site. Cookies are not malicious programs that access or damage your computer. Most web browsers automatically accept cookies but you can choose to reject cookies by changing your browser



settings. However, this may prevent you from taking full advantage of our website.

Our website may from time to time use cookies to analyse website traffic and help us provide a better website visitor experience.

### 5.3 Links

Our site may from time to time have links to other websites not owned or controlled by us. These links are meant for your convenience only. Links to third party websites do not constitute sponsorship or endorsement or approval of these websites. Please be aware that MICH is not responsible for the privacy practices of other such websites. We encourage our users to be aware, when they leave our website, to read the privacy statements of each and every website that collects personal identifiable information.

## 6 Contact

[Info@MICH.org.au](mailto:Info@MICH.org.au)