



MELBOURNE
YOUTH
ORCHESTRAS

PRIVACY POLICY

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PRIVACY POLICY

INTRODUCTION

The Melbourne Youth Orchestras (MYO) Privacy Policy is designed to protect and respect the privacy of its stakeholders and to underline the importance of protecting individual's personal information. MYO's Privacy Policy complies with the National Privacy Principles embodied in the Privacy Act, which came into effect on 21 December 2001. This policy explains how MYO collects personal information and maintains, uses and discloses that information. It also outlines your privacy rights, our general rights and obligations and it explains how you can access the information we keep about members. This policy is binding on all staff including volunteers.

1.0 PRIMARY PURPOSE DEFINITION

- 1.1 Personal information is collected and retained concerning past and present members, parents / guardians of performing members, music teachers, staff and other individuals for the primary purpose of running MYO programs.
- 1.2 All information collected is directly applicable to the functions and activities of MYO and to the health, well-being and protection of its members.
- 1.3 This information is entered and stored in databases. Data may be retained in electronic or hardcopy format by staff at various MYO administration locations e.g. onsite at MYO programs and concerts.

2.0 MYO PRIVACY POLICY

- 2.1 With respect to the following privacy policy, MYO staff must take particular care with the confidentiality of member information. Information such as the first and last names of members, their official position in the orchestra and their age in terms of under 18, or 18 and over, may be released to other MYO members but all other information shall be kept confidential from other orchestra members.
- 2.2 When sending group emails, it is important that staff put email addresses in the "BCC" (Blind Carbon Copy) field and never the "To" or "CC" fields of the email header.

3.0 COLLECTION OF DATA

- 3.1 We will only collect personal information in a fair and lawful manner, and then only that information which we require to manage and promote our organisation.
- 3.2 When you apply for membership, the application form includes statements about privacy and requests for consent. Those privacy statements refer you to this policy where more detail is available on how any information about you may be used and disclosed in relation to your membership of MYO.
- 3.3 When you apply for membership, you consent to us collecting, maintaining, using and disclosing personal information about you and provided by you or by another person in accordance with this policy.

4.0 IDENTIFIERS

- 4.1 When you apply to become a member of MYO, or make an application to attend one of our programs, you may be assigned a computer-generated number to uniquely identify you for the purposes of the organisation's operations. This number has no relationship to any identifier assigned by any other agency.

5.0 TYPES OF DATA COLLECTED

- 5.1 Generally, MYO only collects personal information about you and from you, unless it is not reasonable or practical for us to do so with your consent. We do not collect or store information about you from individuals or organisations not connected with MYO.
- 5.2 MYO membership forms generally request information that identifies you, such as your full name, gender and date of birth; and information that enables us to contact you such as address, phone and fax numbers, and an email address. We may also ask for the name of your school or university and course or, if employed, your occupation, position and employer's name and address. We also like to know your parents' occupation and workplace, their interest in voluntary positions with MYO and whether they have any other skills that may be of benefit to MYO.
- 5.3 MYO also requires the names and contact details of members' parents / guardians in case we have to contact them in an emergency, or for members under the age of 18, to ensure they are informed about MYO activities, policy issues or other important matters involving their children. Members over the age of 18 can choose to supply an alternate emergency contact other than a parent / guardian.
- 5.4 Our program application forms ask for additional information such as former and current MYO positions held, current instrumental teacher and their contact details, AMEB level and the ensembles and instruments for which the applicant is auditioning.

6.0 SENSITIVE DATA

- 6.1 MYO does not actively seek to collect sensitive information (for example health information or information about your racial or ethnic origin or any criminal record), unless it is necessary to satisfy the aims and principles of our organisation, or is for the care and protection of our members.
- 6.2 The following information, which may be considered to be of a sensitive nature, is collected but we do so in accordance with the National Privacy Principles:
- a. Information obtained by the Victorian Department of Justice and / or the Victorian Police Service on potential adult volunteers and staff is strictly confidential and is securely stored.
 - b. We collect health and medical information about members to provide the organisation with relevant medical information that is essential to enable us to carry out our duty of care.

7.0 CONSENT POLICY

- 7.1 When you join MYO, you agree that we may use your contact / personal details to send you information about our organisation and its activities and services that we feel may be of interest to you, and to contact you from time to time to obtain your feedback about our activities and services.
- 7.2 You also agree to the collection of sensitive data for the purposes disclosed in this policy.
- 7.3 We will not use your personal information for any purpose that you would not reasonably expect us to use it for.
- 7.4 Your information may be used to offer you other products, services and activities that will enhance our relationship with you.
- 7.5 It is assumed that existing members have given consent unless they advise us otherwise.

8.0 USE AND DISCLOSURE

- 8.1 By submitting a membership application form you consent to us using your personal information in the following ways:

- a. To maintain a register of our membership
- b. To respond to your request or help us process any request for our activities or services
- c. To effectively administer all activities and services that we provide to you
- d. To communicate with you about the activities and services that we may provide you
- e. To inform you of relevant internal or external activities, events, promotions or special offers that may be of interest to you
- f. To identify geo-demographic details of our membership for the purpose of building membership
- g. To ensure the safety, health and well-being of all members while they participate in MYO activities
- h. To carry out research, marketing or development of our products, activities and services including the surveying of members on their satisfaction, needs and attitudes
- i. To provide personal details of staff and volunteers to the Victorian Justice Department and / or the Victorian Police Service for criminal record checks in accordance with the Children, Youth and Families Act 2005 and our Policy and Procedures.

8.2 We may release information about you where there is a duty to the public to disclose that information, or where disclosure is required or authorised for law enforcement or regulatory purposes.

8.3 MYO undertakes to give proper and responsible consideration to privacy issues associated with the introduction of new marketing methods or technology.

9.0 DATA QUALITY AND INTEGRITY

9.1 We rely on the accuracy of the information that members provide us. We try to ensure that all information which we collect, use or disclose is accurate, complete and up to date. We conduct periodic internal checking procedures to ensure that as far as is practicable that the data held by us is accurate and current.

9.2 You should promptly notify us if there are any changes to your personal information.

10.0 DATA ACCESS AND CORRECTION

10.1 You can request access at any time to personal information we hold about you. We will process your request within a reasonable time, usually 14 days. There is no fee for requesting access to or updating your information.

10.2 Before giving you access to, or amending your records, either in person or over the phone, we may require you to prove your identity. We may ask you to verify your full name, date of birth and address or other information.

10.3 MYO uses forms other than the membership application forms for various operational purposes. These forms often request personal details from members, which were previously collected from their original membership application. These provide us with further opportunities to ensure our data is accurate and current.

10.4 Any amendments to member records will be processed as soon as possible after forms are submitted.

11.0 ACCESS TO DATA BY STAFF AND MEMBERS OF MYO

11.1 Communication between staff is of primary importance for MYO's successful operation. The provision of some personal details about members to staff or volunteers (typically current or former parents of members) whose role is to supervise members is essential.

11.2 For these reasons, MYO staff are authorised to provide limited personal information about a performing member to another staff member for bona fide purposes.

12.0 ACCESS TO DATA BY NON-STAFF

12.1 Access to personal information by non-staff, except custodial parents / guardians, is not permitted.

12.2 Personally identifiable data is not provided to third parties.

13.0 DATA SECURITY

13.1 We take all reasonable steps to protect your personal information from misuse, loss, unauthorised access, modification or disclosure. We have physical, electronic and procedural safeguards to protect your information held by us.

13.2 Members' personal information in the form of original or copies of paper forms are stored securely in our office. Authorised staff may also hold forms. These staff are accountable for the security and privacy of your data.

13.3 We require all staff to maintain the confidentiality of customer and member information.

13.4 MYO databases are backed-up on a daily basis with a backup disc moved off-site at regular intervals. Current policy is that electronic information on the membership database on past members is not removed or archived.

14.0 COMMERCIAL USE OF DATA

14.1 There are occasions when external organisations or individuals wish to offer a product or service to members, which we consider would be beneficial, or of interest. Subject to our approval of the organisation and the material to be sent to members, we may provide this information to MYO members on their behalf.

14.2 In general, MYO does not rely on third party suppliers to conduct specialised activities such as bulk mail outs, data processing etc. While your personal information may be provided to an agent to enable them to perform their agreed tasks, such information remains the property of MYO at all times and the agent organisations involved are bound by specific confidentiality, non-disclosure agreements and data disposal protocols.

14.3 MYO and its suppliers and partners will at all times abide by the Australian Direct Marketing Association (ADMA) Code of Ethics in relation to all direct marketing and electronic marketing to members.

15.0 WEBSITE ON-LINE SERVICES POLICY

15.1 MYO does not collect any personal information about you via our Internet site except when you knowingly provide it. It is possible for you to visit this website without telling us who you are.

15.2 We may use your e-mail address to send you from time to time various promotional offers, MYO program information, special events or other marketing communications that may be of interest to you.

15.3 Personal information obtained on the site will never be released to a third party without your consent. We will use any collected information to improve our service to users, and from time to time may contact registered users about new features and improvements to the website.

15.4 MYO will take reasonable steps to ensure that member information is secure from any unauthorised access or disclosure. We review our security procedures from time to time and update them when relevant.

- 15.5 We assume no responsibility for the information practices of third-party sites where a user is able to access their sites through ours. We encourage users to review each site's privacy policy before disclosing any personally identifiable information.
- 15.6 For statistical purposes we may collect non-personalised information on website activity (such as the number of users who visit the website, the date and time of visits, the number of pages viewed and navigation patterns) through the use of 'cookies' and other tracking technology. In order to collect user statistics we may anonymously log information, and identify categories of users by items such as domains and browser types.
- 15.7 MYO may amend this policy from time to time. If we make any substantial changes in the way we use your personal information we will notify you by posting a prominent announcement on our web pages, and via an email to registered members.
- 15.8 If you have any questions or feedback on our website privacy policies please send an email to: myo@myo.org.au

16.0 YOUR RIGHTS

- 16.1 You need not give us any of the personal information about you or any other person, which may be requested in our communications with you. However, without that information, we may not be able to process an application, fulfil your request to become a member or provide you with an appropriate level of service.
- 16.2 You are entitled to ask us for access to your personal information records at any time, or to choose to cancel or opt-out of any service.
- 16.3 You may elect to advise us that your phone, fax or email details are to be marked as 'silent' in which case we will not release or publish them in any form.

17.0 COMPLAINTS RESOLUTION

- 17.1 Complaints will be resolved by MYO Staff as they arise. Where a complainant is dissatisfied with the action or response from staff, they are encouraged to raise it directly with the Chief Executive Officer.

18.0 CHANGES TO OUR PRIVACY POLICY

- 18.1 The information presented in this policy relates to our current privacy standards and we may vary these from time to time. We will notify you of these changes by publishing them on our website. We will not separately notify you of these changes in any other way.