

Privacy Policy

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**Director**

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# Introduction

The Museum of Australian Democracy at Old Parliament House is a living museum of social and political history, located in a nationally listed heritage building in Parkes, Canberra.

The Museum helps people to understand Australia’s social and political history by interpreting the past and present and exploring the future. We achieve this by:

* bringing alive the importance of democracy in the lives of Australians
* interpreting, conserving and presenting the building and our collections
* providing entertaining and educational public programs; and
* providing a range of other services that enhance the visitor experience.

# Purpose

The purpose of this policy is to outline the Museum’s obligations for managing personal information in accordance with the Australian Privacy Principles (APPs) as specified in the *Privacy Act 1988*.

This policy describes the kinds of personal information we collect and hold, how we collect that information and why we do so. It also provides details of how an individual can access their personal information and seek its correction, and our complaint handling process.

# Why the Museum collects personal information

The Museum only collects personal information that is required to undertake a particular function or activity. The main way we collect personal information is when it is given to us, for example, when people:

* subscribe to our newsletter
* apply for employment
* book a ticket for an event or program
* join our Volunteer program

donate objects to our Collection

* loan objects to us for an exhibition
* provide goods and services to us
* make a complaint or provide feedback on our services
* interact with us via our website.

The Museum will not collect personal information unless the individual consents and the information is necessary or directly related to our functions or activities. We will only collect personal information by lawful and fair means and will generally collect the information from the individual personally, although in some cases we may receive information from third parties.

# How personal information is held and protected

The Museum is committed to taking all reasonable steps to protect personal information from misuse and loss. Strict procedures and standards are followed to prevent unauthorised access to, modification, and disclosure of personal information in our possession and control.

The Museum’s online and IT systems are managed in accordance with the Australian Government Protective Security Policy Framework and the Australian Government Information Security Manual.

Access to personal information is strictly controlled. For example, password protection is implemented for accessing electronic IT systems, paper files are secured in locked cabinets and physical access is restricted to people performing relevant functions.

Storage of information (and the disposal of information when no longer required) is managed in accordance with Australian Government records management regulations, guidelines and authorities, including the Archives Act, Records Authorities and General Disposal Authorities.

# Categories of information

## Personnel and employment records

The museum collects a range of personal information from its employees, prospective employees and Board members. These records are used to administer matters relating to a person’s employment or duties with the museum. The information is generally collected directly from each individual. Personal information may also be collected from an employee’s supervisor, other employees, recruitment agents and personnel providers, and from previous employers when it is relevant to a selection process.

## Volunteer records

Volunteers play an important role in the Museum’s operation. The majority of volunteers work as guides, helping us to share the story of Australian democracy with our visitors. Information is collected directly from each individual and usually includes personal and contact details. Medical information is collected to assess a volunteers’ physical ability to perform their role. The Museum also collects a copy of each volunteers’ Contact with Vulnerable People registration card. The information is used to maintain a current contact list to manage and administer the volunteer program.

## Contractor and supplier information

Personal information relating to all contractors who are inducted to the OPH site is also collected. This may include personal and contact information from security, catering and cleaning staff employed under contract with the service provider, along with contractors and advisors, exhibitions and heritage curators/advisors and product suppliers. The personal information is collected and used for the purposes of managing the museum’s relationship with the contractor and for security.

## Bookings information

The Museum holds a range of events and public programs, many of which are ticketed. The Museum’s Ticketing Terms and Conditions are published on our website. Ticket holders may opt in if they wish to receive news from the Museum, and the information may be used to generate broad statistical and demographic data.

## Security records (including CCTV)

The Museum maintains security records in order to manage access to our premises, assets or information. These records relate to staff, volunteers, and contractors; and may include pre-employment checks and Australian Government Security Clearances. Photographic security identification passes are also used for identification and access control. The information is held in electronic and paper formats and is accessed by the Agency Security Advisor and Human Resources staff; and in the case of security ID passes, staff from our contracted guarding service provider.

A series of closed circuit television (CCTV) cameras, to monitor and record activity, are installed both around and throughout the OPH building. The purpose of this monitoring is to provide a safe and secure environment for staff, tenants and visitors and to protect our collections and exhibits from damage, theft or loss.

Signs are displayed at all entries to the building to notify individuals of the presence of the cameras and surveillance footage that is captured by these cameras is considered to be personal information. Surveillance footage is held electronically on dedicated secure servers, and is accessible by the Agency Security Advisor and staff from our contracted guarding service provider. Information is not released to any person or party except for enforcement related activities conducted by, or on behalf of, an enforcement body. CCTV recordings are generally retained for a period of 90 days, and then deleted permanently unless retained as records of an incident.

## Collection Management

Whilst this policy does not apply to personal information contained in museum collection material; it does apply to personal information held in records that support the collection. For example:

* details about an object’s history, including current and previous owners which is used to assess an object’s ownership and provenance prior to acquisition or loan
* personal and contact information on donors, lenders and vendors
* personal information required to arrange physical access to the collection by researchers, family members or other interested parties
* personal information required to manage an object (eg, transportation or insurance)
* personal and contact information relating to the management of oral history interviews.

The above information is usually collected directly from an individual, but it may also be collected from other sources.

# Sensitive personal information

There is a distinction in the Privacy Act between personal information and ‘sensitive information’. Sensitive personal information includes information or opinion about an individual includes; racial or ethnic origin, political opinions, associations memberships, religious beliefs, sexual orientation, criminal history, health or genetic information.

We will not collect this personal information unless the individual consents and the information is reasonably necessary or directly related to our functions or activities.

# Online Engagement

## Website

Our website is hosted by a cloud based provider, Amazon Web Services. For more information on Amazon Web Services privacy policies please refer to their website.

No attempt will be made to identify users or their browsing activities except, in the unlikely event of an investigation, where a law enforcement agency may exercise a warrant to inspect the service provider’s logs.

## Email marketing

We use a permission-based email marketing platform. This means we only send marketing material to those who have signed-up or provided their consent to receive this material. All of our email marketing material contains an unsubscribe link that allows the user to opt-out of receiving future messages. If we no longer need the personal information of a subscriber we destroy or de-identify the data.

## Cookies

Cookies are small amounts of information that are created and stored on a user’s computer and used by the web host server for a variety of purposes, including gathering information about the user or improving the functionality of a web site by remembering a user’s preferences.

The Old Parliament House website employs cookies only to determine whether users visiting the website have the Macromedia Flash plugin, in those instances where Flash is used on the site. We do not use cookies to monitor statistical data and cookie information is not retained or forwarded to any other body or organisation.

## Social media

The Museum uses social media channels such as blogs, Facebook, Twitter, Instagram and YouTube to increase audience awareness, engagement, and participation in our activities and products.

When individuals communicate with us using these channels, we do not collect any details about those individuals.

The Museum will however, collect and retain personal information relating to competitions run on social media. Information relating to prize recipients will be maintained for financial accountably and auditing purposes. This information will be securely stored, not shared with third parties and not used for any other purposes.

## Wireless network

The Museum network provides the Wi-Fi, intranet and internet services for exhibitions, events, and public.

As it currently does not connect to the Corporate Network and does not contain private customer or employee data it is not required to adhere to all of the policies and guidelines described by government.

# Disclosure of personal information

The Museum will not disclose personal information to anyone outside our agency unless the individual concerned has given their consent, or disclosure is otherwise permitted by the Australian Privacy Principles. Examples of exceptions include disclosure being necessary to prevent a serious threat to a person’s life, health or safety, or for law enforcement purposes.

Personal information held by the Museum will only be released to contractors where it is necessary for the contractor to perform their job. If personal information is given to a contractor, the written contract will contain the appropriate privacy clauses as recommended by the Privacy Commissioner.

# Accessing and correcting your personal information

Under the *Privacy Act* you (as an individual) have rights to access and correct personal information that we hold about you.

You also have similar rights under the *Freedom of Information Act 1982* (Cth). More information about our FOI procedures can be found on our [website](https://www.moadoph.gov.au/about/freedom-of-information/).

If you request access to the personal information that we hold about you, or you request we change that personal information because it is incorrect, we will allow access or make the changes unless we consider that there is a sound reason under the *Privacy Act* or other relevant law to withhold the information or not make the changes.

There are no charges imposed on requests for access to personal information and correction of personal information held by us.

We aim to ensure that the personal information we hold is accurate, up-to-date, complete, relevant and not misleading.

Please contact the Privacy Officer (see details below) if you would like to seek access to, or correct, the personal information we hold about you.

# Complaint handling process

All complaints about how we have handled your personal information should be in writing. If you need help lodging a complaint, you can contact us.

The Privacy Contact Officer will investigate all complaints and determine whether the museum has breached its privacy obligations.

We will tell you promptly that we have received your complaint and then respond to the complaint within 30 days.

If you are not satisfied with our response you may ask for a review by the Deputy Director or you can lodge a complaint with the Office of the Australian Information Commissioner.

Contact details for the Commissioner are available on their website [here](http://www.oaic.gov.au/)

## How to make a complaint

Written complaints should be addressed to:

Privacy Contact Officer

Museum of Australian Democracy at Old Parliament House

PO Box 3934

Manuka ACT 2603

Email: governance@moadoph.gov.au