



Mercy Ministry  
Companions

## Procedure G5A – Privacy

### **Collection**

Mercy Ministry Companions will collect personal information in a fair, lawful and non-intrusive way. People will be told the purpose for collection of information about them and the processes to gain access to that information. Mercy Ministry Companions collects and maintains personally identifiable information which you provide to us voluntarily. This is stored in a secure database. You provide this information when you enrol in MMC events and subscribe to MMC's newsletter.

Mercy Ministry Companions will not add your email address to its mailing list or use it for any purpose without your consent. It is not made available to other subscribers.

### **Use and Disclosure**

Mercy Ministry Companions will only use or disclose information for the purpose for which it was collected. Mercy Ministry Companions may disclose personal information it collects to:

- related entities
- undertake statistical reporting.

### **Data Quality**

Mercy Ministry Companions will take reasonable steps to ensure personal information collected, used or disclosed is accurate, complete and up to date.

### **Access and Correction**

Mercy Ministry Companions will allow an individual access to their personal information held by Mercy Ministry Companions. If an individual, upon accessing their personal information, advises Mercy Ministry Companions that they believe the personal information is inaccurate, incomplete or out of date, Mercy Ministry Companions will take reasonable steps to correct the information.

### **Data Security**

Mercy Ministry Companions will take all reasonable measures to ensure that personal information is stored safely and securely to protect it from misuse, loss, unauthorised access, modification or disclosure, including electronic and physical measures.

Only Mercy Ministry Companions officers or employees with a relevant role or service responsibility to access personal information will be allowed access.

MMC's Internet Service Provider makes a record of your visit and logs information about it. This is usual practice for an Internet Service Provider. This information may include but is not limited to:

- Your server address
- Your top level domain name (for example .com, .gov, .au, etc.)
- The date and time of your visit to the site
- The pages you accessed and documents downloaded
- The previous site you visited
- The type of browser you were using.

### **Anonymity**

Wherever practicable and lawful to do so, Mercy Ministry Companions will allow people to be given the option to provide information to Mercy Ministry Companions anonymously.

### **Sensitive Information**

Mercy Ministry Companions will ensure sensitive information is not collected unless:

- Prior consent is given by you
- It is required by law
- Relating to the provision of services, or if it determines that it is reasonable and desirable to do so (for example in the interests of an individual for health and safety reasons).

### **Your Consent**

By using MMC's website, you are consenting to its Privacy Policy. Mercy Ministry Companions reviews this Privacy Policy periodically, and if it ever changes its Privacy Policy, Mercy Ministry Companions will post any changes on this page so that you are always kept informed of the information that it collects, how it uses the information and the circumstances under which Mercy Ministry Companions discloses it, if at all.

### **Disclaimer**

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### **Inquiries and complaints**

For complaints about how Mercy Ministry Companions handles, processes or manages your personal information, please contact the Executive Officer – Mercy Ministry Companions. Note Mercy Ministry Companions may require proof of your identity and full details of your request before it can process your complaint.

Mercy Ministry Companions will acknowledge receipt of your complaint within three working days. Please allow up to 14 days for Mercy Ministry Companions to respond to your complaint. It will not always be possible to resolve a complaint to everyone's satisfaction. If you are not satisfied with Mercy Ministry Companions response to a complaint, you have the right to contact the Office of Australian Information Commissioner (at [www.oaic.gov.au](http://www.oaic.gov.au)) to lodge a complaint.

### **How to contact MMC**

If you have a question or concern in relation to Mercy Ministry Companions' handling of your personal information or this Policy, you can contact Mercy Ministry Companions for assistance as follows:

#### **Email**

[mmc@mercyministrycompanions.org.au](mailto:mmc@mercyministrycompanions.org.au)

#### **Contact number**

03 9448 1880

**Post**

Attention: Executive Officer – Mercy Ministry Companions

Address: 1 Dawson Street, Brunswick VIC 3056