

MWRRG PRIVACY POLICY

The Metropolitan Waste and Resource Recovery Group (MWRRG) is a statutory authority established under Section 49C(1)(f) of the *Environment Protection Act 1970 (EP Act)*. MWRRG's statutory objectives include undertaking waste and resource recovery (WRR) infrastructure planning to meet the future needs of the Melbourne metropolitan waste and resource recovery region while minimising the environmental and public health impacts of WRR infrastructure. Amongst other things, MWRRG also has obligations under the EP Act for facilitating the provision of WRR infrastructure and services by councils within the metropolitan region, facilitating the development of contracts for joint procurement of waste management facilities and WRR services within the metropolitan region, working with Sustainability Victoria, councils, businesses and communities to ensure State-wide WRR education programs are adapted to the needs of the metropolitan region, and undertaking WRR projects as funded by government, councils and other organizations.

In fulfilling its statutory objectives and functions, MWRRG at times needs to collect personal information. MWRRG is bound by the *Privacy and Data Protection Act 2014 (Vic) (the Act)* and adopts the Information Privacy Principles set out in Schedule 1 of the Act. The Information Privacy Principles govern the collection, use, handling and disclosure of personal information. MWRRG views the protection of personal information as an important issue and is committed to protecting the privacy of personal information it collects. This policy explains how MWRRG collects, uses and discloses personal information, including through its websites.

This Privacy Policy may change from time to time and changes will take effect from the date of posting on our website.

Personal Information

Personal information is information about an identifiable person, whether recorded in a material form or not, from which that person's identity could reasonably be ascertained. The types of personal information MWRRG may collect includes name, gender, address, telephone numbers, email contact details, occupational details, images, certain details about personal interests, and other information relevant to the activities undertaken by MWRRG from time to time. Where MWRRG requests that you provide your personal information and you elect not to provide it, MWRRG may not be able to provide you with some or all of its services.

Collection of Personal Information

MWRRG collects personal information from a variety of sources, including:

- communications between you and MWRRG, including via email, telephone or in writing (for example, surveys, feedback forms, registration for events, competitions and promotions, online inquiries);
- your participation in discussions, forums and interviews with MWRRG (including, for example, by filming or recording you) and promotions or competitions organised by MWRRG;
- when you use any services provided by (or on behalf of) MWRRG or when you access or register on MWRRG websites (incl. www.mwrrg.vic.gov.au and www.participate.mwrrg.vic.gov.au)
- third parties and publicly available sources of information.

Wherever possible, information is collected from you directly. MWRRG will collect your personal information lawfully, fairly and without undue intrusion. At the time your personal information is collected, MWRRG will take reasonable steps to advise you whether there are any consequences of

not providing that information. MWRRG will not collect sensitive personal information about you (for example, information about your racial or ethnic origin) unless MWRRG first obtains your consent.

Use and Disclosure of Personal Information

MWRRG uses and may disclose personal information for the purpose(s) that are communicated to you at the time of collection (or a purpose directly related to the primary purpose and that you would reasonably expect). Other than the primary cause of collection, MWRRG may make specific disclosures with your consent or otherwise in accordance with the use and disclosure principles of the Act. These principles include MWRRG being permitted to use or disclose information if the use or disclosure is required or authorised by or under law, or if MWRRG reasonably believes that use or disclosure is necessary to lessen or prevent a serious and imminent threat to an individual's life, health, safety or welfare, or a serious threat to public health, public safety or public welfare.

Data Quality and Security

MWRRG will take reasonable steps to:

- ensure that the personal information it collects, uses or discloses is accurate, complete and up-to-date (however, the accuracy of your information depends on the information you provide and whether you update MRWWG on changes); and
- protect your personal information from misuse, loss, unauthorised access, modification or disclosure and securely destroy or de-identify personal information if it is no longer required for any purpose.

MWRRG has implemented technology and security policies, rules and measures to help protect the personal information that is under its control. However, while MWRRG strives to protect your personal information, MWRRG cannot ensure or warrant the security of any information transmitted to it online.

Access

Access to personal information held about you is subject to the disclosure provisions of the Act. Requests for access should be sent to MWRRG at the contact details listed at the bottom of this Privacy Policy. Alternatively, you can submit a formal application under the Freedom of Information Act 1982 (Vic). Charges may apply to cover the cost of accessing and providing this information to you.

Anonymity

Wherever it is practicable and lawful, MWRRG will allow you to interact anonymously with us.

Website Privacy

You can visit and browse MWRRG's websites without disclosing your personal information. However, where you submit your personal information on a website (e.g. complete and submit a web form), your personal information will be managed in accordance with this Privacy Policy.

MWRRG's websites contain links to various other third party sites. MWRRG is not responsible for the content and the privacy practices of other websites and does not endorse or authorise the content of any third party websites. MWRRG encourages you to examine each site's privacy policy and make your own decisions about providing personal information whilst visiting those sites.

MWRRG uses a variety of web monitoring technologies (via third party service providers) to gather information to assist in improving the sites and making them more user-friendly. These technologies include:

- *Clickstream data*: Clickstream data refers to visitor logs and statistics about the path a user takes while using a site. This technology is used purely for statistical purposes (such as tracking unique browsers to the sites);
- *Cookies*: Cookies are small data files that are placed on a user's hard drive, which are used to collect statistical information each time a user accesses a site (for example, the number of visits to the website, documents viewed, how the site is navigated and the type of search engine used to arrive at the site); and
- *Web beacons*: A web beacon is a technology that monitors and records web page usage and activities.

You may be able to disable or avoid some of these technologies by adjusting your Internet browser settings, though doing so may prevent you from taking advantage of improvements to our websites. Importantly, at no time can individual users be identified from the data collected via these means.

Contacting MWRRG

Any questions relating to this Privacy Policy or your personal information can be directed to:

Director of Corporate Services
Metropolitan Waste and Resource Recovery Group
Level 4, Tower 4, WTC, 18 - 38 Siddeley Street, Melbourne, 3005

Ph: +61 (03) 8698 9800