

## Information Collection Statement

The Eastern Region Libraries Corporation (“**Corporation**”) handles your personal information in accordance with the *Privacy and Data Protection Act 2014* (Vic) (“**PDP Act**”) and your health information in accordance with the *Health Records Act 2001* (Vic) (“**HR Act**”).

Your personal and health information is collected so that the Corporation can provide you with library services and activities.

If you chose not to provide your personal information to the Corporation membership cannot be granted, which will limit your access to library services and/or library activities.

The Corporation’s staff, agents or contractors may access your personal or health information to provide you with services on behalf of the Corporation.

Personal information may also be accessed where the Corporation is receiving services from an agent (for example auditors, legal or debt collection services).

The Corporation requests its contractors and agents comply with the PDP Act and HR Act.

The Corporation directly, or through its contractors/agents, will not sell, rent, trade or transfer personal information to third parties e.g. credit agencies, third party information aggregators, advertisers.

Personal information may be used to inform members of selected activities or events, or special offers made to our members by our partners and sponsors. Any such information will always come via the Corporation.

Where members have provided an email address they will receive an electronic newsletter about library materials, activities and events in accordance with our Membership Access & Use Policy, unless the member opts out.

The Corporation may use CCTV or monitor internet browsing history for the purposes of: crime prevention and detection; protection of customers; and to provide a safer personal and physical environment for members of the public. ERLC may:

- Capture and/or retain the images of individuals through its use of Closed Circuit Television (CCTV) systems (refer Close Circuit Television Policy).
- Monitor, access and retain the internet browsing history of a library services user (refer Technology Resources Terms & Conditions of Use Policy).

ERLC will only access, monitor or retain CCTV recorded images or internet browsing history where it reasonably believes there is a breach of its policies or guidelines, or is in receipt of a lawful request to disclose the information.

At times the Corporation may be legally required to disclose your personal or health information, for instance to the police, courts or other authorised organisations (e.g. taxation office, WorkSafe, etc.).

You can access the information you provide to the Corporation, or change your contact details, either informally through one of our library staff, or formally through the Freedom of Information Act 1982 by writing to the Freedom of Information Officer, Eastern Regional Libraries Corporation, 1350 Ferntree Gully Road, Scoresby Vic 3179. More information about how to do this is available on the Corporation’s website at [www.erl.vic.gov.au](http://www.erl.vic.gov.au), as is the Corporation’s privacy policy.

If you have any questions please contact the Corporation’s privacy officer on 1300 737 277 or by email at [privacy.officer@erlc.vic.gov.au](mailto:privacy.officer@erlc.vic.gov.au).

Version	Date	Approved
1	10/03/2016	ERLC Board
2	24/08/2017	ERLC Board