



GOVERNANCE: PRIVACY

Policy number	1.8	Version	2
Drafted by	SD	Approved by Board on	24/7/18
Responsible person	SD	Scheduled review date	24/7/20

PRIVACY POLICY

Energy Innovation Co-operative Ltd is committed to providing quality services to our community and members. This policy outlines our ongoing obligations in respect of how we manage personal information.

We have adopted the Australian Privacy Principles (APPs) contained in the Privacy Act 1988 (the Privacy Act). The APPs govern the way in which we collect, use, disclose, store, secure and dispose of your Personal Information.

A copy of the Australian Privacy Principles may be obtained from the website of The Office of the Australian Information Commissioner at www.aaic.gov.au

WHAT IS PERSONAL INFORMATION AND WHY DO WE COLLECT IT?

Personal information is information or an opinion that identifies an individual. Examples of personal information we collect include: names, addresses, email addresses, phone numbers and submitted ideas, suggestions, offers of assistance or other input as requested.

This personal information is obtained in many ways including **interviews, correspondence, by phone, by email, via our website <https://eico-op.org.au>, from your website, from media and publications, from other publicly available sources, from responses provided during events** and from third parties. We don't guarantee website links or policy of authorised third parties.

We collect personal information for the primary purpose of enabling us to share further information about the Co-operative's activities and services which individuals have requested or signed up to receive.

We may also use personal information for secondary purposes closely related to the primary purpose, in circumstances where you would reasonably expect such use or disclosure. This may include notifying members or others of Co-op activities or actions.

You may unsubscribe from our mailing lists at any time by contacting us in writing.

When we collect personal information we will, where appropriate and where possible, explain to you why we are collecting the information and how we plan to use it.

Policies can be established or altered only by the Board: **Procedures** may be altered by the CEO.

DISCLAIMER: While all care has been taken in the preparation of this material, no responsibility is accepted by the author(s) or Our Community, its staff or volunteers, for any errors, omissions or inaccuracies. The material provided in this resource has been prepared to provide general information only. It is not intended to be relied upon or be a substitute for legal or other professional advice. No responsibility can be accepted by the author(s) or Our Community for any known or unknown consequences that may result from reliance on any information provided in this publication.

SENSITIVE INFORMATION

Sensitive information is defined in the Privacy Act to include information or opinion about such things as an individual's racial or ethnic origin, political opinions, membership of a political association, religious or philosophical beliefs, membership of a trade union or other professional body, criminal record or health information.

Sensitive information will be used by us only:

- For the primary purpose for which it was obtained
- For a secondary purpose that is directly related to the primary purpose
- With your consent; or where required or authorised by law.

THIRD PARTIES

Where reasonable and practicable to do so, we will collect your personal information only from you. However, in some circumstances we may be provided with information by third parties. In such a case we will take reasonable steps to ensure that you are made aware of the information provided to us by the third party.

DISCLOSURE OF PERSONAL INFORMATION

Your personal information may be disclosed in a number of circumstances including the following:

- Third parties where you consent to the use or disclosure; and
- Where required or authorised by law.

SECURITY OF PERSONAL INFORMATION

Your personal information is stored in a manner that reasonably protects it from misuse and loss and from unauthorized access, modification or disclosure.

When your personal information is no longer needed for the purpose for which it was obtained, we will take reasonable steps to destroy or permanently de-identify your personal information. However, most of the personal information is or will be stored in client files which will be kept by us for a minimum of 7 years.

ACCESS TO YOUR PERSONAL INFORMATION

You may access the personal information we hold about you and to update and/or correct it, subject to certain exceptions. If you wish to access your personal information, please contact us in writing.

The Energy Innovation Co-operative will not charge any fee for your access request, but may charge an administrative fee for providing a copy of your personal information.

In order to protect your personal information we may require identification from you before releasing the requested information.

Policies can be established or altered only by the Board: **Procedures** may be altered by the CEO.

DISCLAIMER: While all care has been taken in the preparation of this material, no responsibility is accepted by the author(s) or Our Community, its staff or volunteers, for any errors, omissions or inaccuracies. The material provided in this resource has been prepared to provide general information only. It is not intended to be relied upon or be a substitute for legal or other professional advice. No responsibility can be accepted by the author(s) or Our Community for any known or unknown consequences that may result from reliance on any information provided in this publication.

MAINTAINING THE QUALITY OF YOUR PERSONAL INFORMATION

It is an important to us that your personal information is up to date. We will take reasonable steps to make sure that your personal information is accurate, complete and up-to-date. If you find that the information we have is not up to date or is inaccurate, please advise us as soon as practicable so we can update our records and ensure we can continue to provide quality services to you.

POLICY UPDATES

This Policy may change from time to time and is available on our website.

PRIVACY POLICY COMPLAINTS AND ENQUIRIES

If you have any queries or complaints about our Privacy Policy please contact us at:

PO Box 111 Inverloch Vic 3996

info@eico-op.com.au (soon to change to info@eico-op.org.au)

Ph 03 5657 3108

AUTHORISATION



24/7/18 Energy Innovation Co-operative

Policies can be established or altered only by the Board: **Procedures** may be altered by the CEO.

DISCLAIMER: While all care has been taken in the preparation of this material, no responsibility is accepted by the author(s) or Our Community, its staff or volunteers, for any errors, omissions or inaccuracies. The material provided in this resource has been prepared to provide general information only. It is not intended to be relied upon or be a substitute for legal or other professional advice. No responsibility can be accepted by the author(s) or Our Community for any known or unknown consequences that may result from reliance on any information provided in this publication.



PRIVACY PROCEDURES

Procedures number	1.8	Version	2
Drafted by	SD	Approved by Board on	24/7/2018
Responsible person	SD	Scheduled review date	24/7/2020

PROCEDURES

The Board shall assess proposed actions against their adherence to the privacy policy, as a normal element of decision-making

- Personal information will not be provided to third parties without the consent of the person giving the information unless required by law.
- Only Energy Innovation Co-operative members with a specific role requiring management of the personal information will be provided with access to that information.
- Any Co-operative member provided with that access shall first be provided with a copy of this privacy policy and procedure document, and be required to sign a commitment to upholding that policy.

RELATED DOCUMENTS

- Code of Ethics
- Conflict of Interest Policy/ Access and Equity Policy

AUTHORISATION

A handwritten signature in blue ink that reads "Susan Davies".

<
Signature of Board Secretary>
24/7/18
Energy Innovation Co-operative

Policies can be established or altered only by the Board: **Procedures** may be altered by the CEO.

DISCLAIMER: While all care has been taken in the preparation of this material, no responsibility is accepted by the author(s) or Our Community, its staff or volunteers, for any errors, omissions or inaccuracies. The material provided in this resource has been prepared to provide general information only. It is not intended to be relied upon or be a substitute for legal or other professional advice. No responsibility can be accepted by the author(s) or Our Community for any known or unknown consequences that may result from reliance on any information provided in this publication.