

Privacy Policy

The Loddon Mallee Waste and Resource Recovery Group (Loddon Mallee WRRG) is a Statutory Authority established under the *Environment Protection Act 1970* (the EP Act) and one of seven groups across Victoria.

The key role of the Group is to support its eight member councils of the City of Greater Bendigo; Buloke, Gannawarra, Loddon, Mount Alexander, and Macedon Ranges Shire Councils; and Mildura and Swan Hill Rural City Councils to minimise waste going to landfill and increase the reuse and recycling of waste materials.

The Loddon Mallee WRRG is the link between state, local governments, community and industry and is responsible for facilitating a coordinated approach to the planning and delivery of infrastructure and services for all waste streams, including municipal solid waste (MSW), commercial and industrial waste (C&I) and construction and demolition waste (C&D).

In fulfilling its key role, the Loddon Mallee WRRG at times needs to collect personal information. The Loddon Mallee WRRG 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. The Loddon Mallee WRRG 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 the Loddon Mallee WRRG collects, uses and discloses personal information, including through its website.

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 the Loddon Mallee WRRG may collect includes names, addresses, telephone numbers, email contact details, occupational details, images, certain details about personal interests, and other information relevant to the activities undertaken by the Loddon Mallee WRRG. Where the Loddon Mallee WRRG requests that you provide your personal information and you elect not to provide it, the Loddon Mallee WRRG may not be able to provide you with some or all of its services.

Collection of Personal Information

The Loddon Mallee WRRG collects personal information from a variety of sources, including:

- Communications between you and the Loddon Mallee WRRG, 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 the Loddon Mallee WRRG (including, for example, by filming or recording you) and promotions or competitions

- organised by the Loddon Mallee WRRG;
- when you use any services provided by (or on behalf of) the Loddon Mallee WRRG or when you access or register on the Loddon Mallee WRRG website
 - third parties and publicly available sources of information.

Wherever possible, information is collected from you directly. The Loddon Mallee WRRG will collect your personal information lawfully, fairly and without undue intrusion. At the time your personal information is collected, the Loddon Mallee WRRG will take reasonable steps to advise you whether there are any consequences of not providing that information. The Loddon Mallee WRRG will not collect sensitive personal information about you (for example, information about your racial or ethnic origin) unless the Loddon Mallee WRRG first obtains your consent.

Use and Disclosure of Personal Information

The Loddon Mallee WRRG 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, the Loddon Mallee WRRG may make specific disclosures with your consent or otherwise in accordance with the use and disclosure principles of the Act. These principles include the Loddon Mallee WRRG being permitted to use or disclose information if the use or disclosure is required or authorised by or under law, or if the Loddon Mallee WRRG 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

The Loddon Mallee WRRG 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 the Loddon Mallee WRRG on changes)
- 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.

The Loddon Mallee WRRG has implemented technology and security policies, rules and measures to help protect the personal information that is under its control. However, while the Loddon Mallee WRRG strives to protect your personal information, the Loddon Mallee WRRG 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 the Loddon Mallee WRRG 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, the Loddon Mallee WRRG will allow you to interact anonymously with us.

Website Privacy

You can visit and browse the Loddon Mallee WRRG website 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.

The Loddon Mallee WRRG website contains links to various other third-party sites. The Loddon Mallee WRRG 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. The Loddon Mallee WRRG encourages you to examine each site's privacy policy and make your own decisions about providing personal information whilst visiting those sites.

The Loddon Mallee WRRG 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 the Loddon Mallee WRRG:

Any questions relating to this Privacy Policy or your personal information can be directed to:
Executive Officer
Loddon Mallee WRRG
PO Box 12
BENDIGO CENTRAL VIC 3552