

Wodonga Plaza Privacy Statement

Background

The Privacy Act 1988 (Cth) (Privacy Act) set out a series of obligations detailing how public sector organisations must handle personal information collected about an individual. The Privacy Act applies to all organisations with an annual turnover in excess of \$3 million or organisations that act on behalf of such organisations and therefore applies to Wodonga Plaza.

The Privacy Act implements the National Privacy Principles, which set out how private sector organisations should collect, use, disclose and store personal information, as well as the right of individuals to access and correct the information held about them.

Wodonga Plaza Privacy Policy

Wodonga Plaza Privacy Policy has been issued to make you aware of Wodonga Plaza's procedures regarding the handling of personal and sensitive information, including collection, use disclosure and storage of information, as well as the right of individuals to access and correct that information.

- Wodonga Plaza will comply with the provisions of the Privacy Act at all times.
 - Wodonga Plaza will collect personal information directly from an individual if it is reasonable and practicable to do so.
 - Wodonga Plaza will ensure that individuals are advised of Wodonga Plaza's identity when personal information is collected.
 - Wodonga Plaza will ensure that an individual is advised of the consequences of not providing the requested information (via the respective individual collection statements).
 - Wodonga Plaza will ensure that the individual is advised (via the respective individual collection statements) of the type of organisation that may be provided with the collected information. Organisations to which Wodonga Plaza discloses information may include insurers, solicitors and mailing houses.
 - Wodonga Plaza will not provide personal information to third parties (such as solicitors, mailing houses, insurers etc) without the prior consent of the individual providing the information except where required by law to do so.
 - Wodonga Plaza will only collect and use information for the purpose expressed to the individual at the time of collection (via the respective individual collection statements).
- Organisations to which Wodonga Plaza discloses information may include insurers, solicitors and mailing houses:
- Wodonga Plaza will destroy any personal information collected, either once its needs has been met or as prescribed by law.

- Wodonga Plaza will ensure that individuals have access to the personal information held about them and are able to correct or amend any such information.
- Wodonga Plaza will ensure that all personal information remains secure from misuse, loss and unauthorised access, modification or disclosure.
- Wodonga Plaza will ensure that an equitable and unbiased complaint process is available to individuals. The Privacy Officer, an internally appointed position, will oversee this process. Wodonga Plaza will ensure that where a complaint cannot be resolved to the satisfaction of all parties involved, the matter will be referred unhindered to the Federal Commissioner of Privacy for action.
- Wodonga Plaza will make available to an individual on receipt of a formal request, the personal information collected from that individual. Wodonga Plaza reserves the right to refuse a request to access personal information, where the identity of the individual making the request is in doubt, or where legal professional privilege exists or where Wodonga Plaza's rights may be prejudiced.
- Wodonga Plaza will take all reasonable precautions to ensure the personal information it has collected from an individual remains correct and accurate.

Updating Our Privacy Statement

This Privacy Statement may be updated from time to time so we recommend you review this information on a regular basis.

Questions about privacy

If you have any complaints or queries about the privacy of, or access to, your personal information, or require a copy of our privacy policy, please contact our Privacy Officer in writing at the address below:-

Privacy Officer

Wodonga Plaza Centre Management

55 – 71 Elgin Boulevard

Wodonga VIC 3690

If your complaint or query is not resolved by us or to your satisfaction, you may write to the Information Commissioner at GPO Box 5218, Sydney NSW.