

Port of Melbourne
Corporation



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Privacy Policy

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Privacy Policy

The Port of Melbourne Corporation (PoMC) is a statutory corporation owned by the Victorian Government.

Established under the [Port Services Act 1995 \(Vic\)](#), we are responsible for managing, developing and operating the port of Melbourne in an economically, socially and environmentally sustainable manner. We ensure that essential port facilities and port services are available and cost effective for use on a fair and reasonable basis.

PoMC collects personal information from its employees, clients, customers, tenants, contractors, and the wider community in order to perform its functions and activities. We are committed to protecting your personal information in accordance with the law.

This Policy sets out how we collect, use and handle personal information under the [Information Privacy Act 2000 \(Vic\)](#) and the [Health Records Act 2001 \(Vic\) \(Privacy Legislation\)](#).

What is personal information?

The Privacy Legislation requires PoMC to collect and handle your personal information in a responsible manner. Under the Privacy Legislation:

- Personal information is information about you from which your identity is apparent or could reasonably be ascertained.
- Your personal information includes:
 - sensitive information about your racial or ethnic origin, political opinions or association, religious belief or affiliation, philosophical beliefs, trade union or professional membership, sexual preferences or practices, or criminal records.
 - your health information, including information about your physical, mental or psychological health; your disability; your expressed wish about the future provision of health services to you, or the donation of your body parts, organs or body substances; or your genetic information.

PoMC values the privacy of your personal information. We are committed to protecting your privacy by complying with:

- the Information Privacy Principles (IPPs) set out in the *Information Privacy Act 2000 (Vic)*.
- the Health Privacy Principles (HPPs) set out in the *Health Records Act 2001 (Vic)*.

Collection of personal information

We collect personal information from you only if it is necessary to perform our functions, powers or responsibilities. This information usually consists of:

- your name and contact details;
- your financial information, in order to pay you or receive payment from you;
- your health information, for performing our obligations including those related to environmental safety or occupational health and safety at the port; and
- your sensitive information, for reasons including for ensuring security at the port.

We collect personal information lawfully, fairly and without undue intrusion. Where possible we collect your personal information directly from you by letter, phone, fax, email, in person, or via our websites. We collect personal information from our website only if you send it voluntarily with your feedback, queries or other information.

Your personal information may be provided to us by a person authorised by you, such as your employer, agent or principal in connection with a contract or any other transactions that you or they have with us.

At the time or before we collect personal information from you, we will take reasonable steps to inform you:

- of the purposes for collecting your information;
- whether other organisation/s may be given access to your information;
- whether there is any consequences of not providing the information; and
- your right to request access to your information.

Use and disclosure of personal information

We disclose or use personal information only for the purpose for which it was collected; or for a related purpose, unless you have consented to or would reasonably expect us to disclose or use it for another purpose.

We disclose your health information or sensitive information only if the secondary purpose is directly related to the primary purpose for collection.

We are allowed to disclose or use your information without your consent:

- in the public interest, for research or for the compilation or analysis of statistics, where it impractical for us to seek your consent and where we reasonably believe that your identity will not be disclosed by the recipient of the information.
- where we are required or authorised by law to release information to government agencies, law enforcement bodies, and safety or emergency services personnel, or to use or disclose personal information, for:

- prevention of a serious or imminent threat to the public or an individual's life, health, safety of welfare;
- investigating any suspected unlawful activity;
- law enforcement;
- the protection of public revenue; or
- the prevention, detection, investigation or remedying of seriously improper conduct.

Where the performance of our functions and activities require our external providers to have access to or use your personal information, we will ensure that they also protect your privacy and comply with our obligations under the Privacy Legislation.

Data quality

We rely on you to provide accurate and complete information and to advise us should your circumstances change over time.

We will take reasonable steps to ensure that the personal information we collect, use, or disclose is accurate, complete, and up to date.

Data security

We will take reasonable steps to protect your personal information from misuse, loss, unauthorised access, modification, or disclosure.

Subject to our obligation to maintain records under the *Public Records Act 1973 (Vic)* as outlined in the *PoMC's Records Management Policy*, we will take reasonable steps to securely destroy or de-identify your personal information when it is no longer required for the purpose for which it was obtained.

The personal information you provide via our contact and feedback e-mail services is held on protected servers.

We do not provide facilities that guarantee secure transmission of information over the Internet. You are expected to be aware that there are risks in transmitting information across the Internet. If you are concerned about conveying personal information to PoMC over the Internet, we suggest that you contact us by another medium.

Openness

We will take reasonable steps to protect personal information we hold from misuse and loss from unauthorised access, modification or disclosure.

Upon your request, we will take reasonable steps to let you know, generally, the sort of personal information we hold, for what purposes, and how we collect, hold, use and disclose that information.

Access and correction

If we hold personal information about you, you may request access to the information and may request that it be corrected or updated, by contacting, emailing or writing to the PoMC Privacy Officer at the address given below.

If your request is simple and relates only to you, we will deal with it promptly under the Privacy Legislation. If your request is more complex and involves information about an activity or undertaking by us, or involves the privacy of another individual, we will administer your request through the processes set up under the [Freedom of Information Act 1982 \(Vic\)](#).

Where other legislation stipulates how we provide access to personal information, or correct our records, we will follow the process stipulated in that legislation.

We will disclose record of your personal information to you only if you have provided evidence to authenticate or proof your identity. We reserve the right to refuse access to the personal information without authentication or proof.

We will correct, amend, or update your personal information on our record only if you have established that the information we hold is inaccurate, incomplete, or out of date.

Unique identifiers

A unique identifier is a code consisting of characters and/or numerals (not a person's name) which is applied to a person and distinguishes them from other people.

We do not assign, use or disclose unique identifiers to individuals unless it is necessary to do so to carry out one of our functions efficiently.

We do not use as our identifier, an identifier assigned by another organisation for another purpose.

Anonymity

Wherever it is practicable and lawful, we will provide you with the option to interact anonymously with us.

Trans-border transfer of information

We will only transfer personal information outside the State of Victoria where this is required for the purpose for which the information was collected and will ensure the information is afforded the same level of privacy protection it would receive in Victoria.

Sensitive information

We do not usually collect sensitive information. If we need to collect sensitive information, it will be with your consent or as otherwise authorised by law.

Complaints

The Privacy Legislation provides that you may complain if you believe your privacy has been breached or interfered with. You can make a complaint by contacting the PoMC Privacy Officer using the contact details in the next section below.

If you are unhappy with our response, you may complain to the Victorian Privacy Commissioner. The Commissioner will investigate and deal with your complaint in accordance with the Privacy Legislation. If the complaint fails to be resolved, complaints may go to VCAT in some instances.

Further information

For further information about PoMC Privacy Policy, please visit our website at www.portofmelbourne.com, or contact us by phone on 1300 857 662.

You may post, fax or email your request to:

The Privacy Officer
Port of Melbourne Corporation
GPO Box 261
Melbourne, Victoria, 3001
Email: pomcprivacy@portofmelbourne.com

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