

# Docklands Studios Melbourne

## Privacy Policy

### 1. Purpose

Docklands Studios Melbourne (DSM) values and protects the personal information it collects in providing its services. DSM is subject to the Privacy and Data Protection Act 2014 (Vic) (PDP Act), which outlines the manner in which Victorian Government agencies manage personal information.

The purpose of this policy is to inform individuals about DSM's obligations and privacy practices, and to outline the principles that guide DSM in relation to:

- ) responsible collection and management of personal information
- ) providing individuals with the right to access the information about them we hold
- ) providing individuals with the right to make corrections to information about them that DSM holds
- ) handling queries and complaints about privacy

DSM's handling of personal information is regulated by the Office of the Commissioner for Privacy and Data Protection.

### 2. Scope

This policy covers all personal information, including sensitive information, generated or held by DSM as defined in the PDP Act.

This policy applies to DSM's Board of Directors, Committees, employees and contractors.

### 3. Policy

#### 3.1 Collection of personal information

DSM will collect only the information necessary to enable us to operate the business and maintain our relationship with you and/or as required by law.

#### Collection Notice

When collecting personal or sensitive information, DSM will take reasonable steps to advise you of what information is being sought, for what purpose, whether any law requires the collection of the information and the main consequences, if any, of not providing the information.

#### Information collected

DSM will take reasonable steps to collect personal information directly and not indirectly. If you provide DSM personal information about other people, you must ensure that those people are aware that the information will be provided to DSM, and the purposes for which DSM may use the information.

The personal information we collect may be provided in forms filled out by individuals, face to face meetings, email messages, telephone conversations, when you use our websites or our social media, or by third parties. If you contact us, we may keep a record of that contact.

The main types of personal information DSM collects and holds relate to the contact details and organisational roles of our clients, suppliers and other business contacts. Typically, this information includes names, addresses, telephone numbers, e-mail addresses, job titles, photos, security camera footage, vehicle registrations and website activity.

### 3.2 Use and disclosure

DSM will only use your personal information for the purpose (primary) for which it was given and/or required by the Privacy and Data Protection Act 2014 No. 60 (VIC). At the time of collection, using a Collection Notice, DSM will take reasonable steps to ensure that we make you aware of how we use your personal information.

The main purposes for which we collect, hold and use personal information are:

- ) to provide our services;
- ) to respond to an individual's request;
- ) to maintain contact with clients;
- ) site security and safety;
- ) to keep clients and other contacts informed of the services we offer and industry developments that may be of interest to them including our newsletter, and to notify them of service offerings, seminars and other events we are holding;
- ) for general management and reporting purposes, such as invoicing and account management;
- ) for recruitment purposes;
- ) for purposes related to the employment of our personnel and providing internal services to our staff; and
- ) other purposes related to our business.

Personal information that is collected by DSM will be used by and disclosed to, DSM employees and contractors whose duties require them to use it. Such employees and contractors are required to protect and handle your personal information in accordance with the Privacy and Data Protection Act 2014 No. 60 (VIC) and any other applicable legislation regulating the collection, use, disclosure, storage and disposal of personal information.

DSM does not disclose any information (including personal information) collected by it unless:

- ) use or disclosure is permitted by this policy;
- ) to protect the rights, property or personal safety of any member of the public or a client of DSM or the interests of DSM;
- ) you give your consent; or
- ) such disclosure is otherwise required or permitted by law.

In some circumstances, personal information collected for one purpose may also be used for another purpose. This may include instances where the secondary purpose is related to the primary purpose of collection and the individual would reasonably expect DSM to use or disclose the information for the secondary purpose.

### 3.3 Data quality and security

DSM will take reasonable steps to ensure that the personal information it collects, uses or discloses is accurate, complete and up to date.

To some extent, DSM relies on individuals to provide accurate and complete information and to advise on any changes to that information.

We use a number of procedural, physical, software and hardware safeguards, together with access controls, secure methods of communication, back-up and disaster recovery systems to protect information from misuse and loss, unauthorised access, modification and disclosure.

Subject to the DSM's obligations under the Public Records Act 1973 and other governing legislation information is generally destroyed or permanently de-identified when it is no longer required.

### 3.4 Website and Social Media

#### Newsletter Subscription

DSM uses both internally built mail distribution software and third-party vendors to provide online communication services for some email campaigns and newsletter services.

In subscribing to newsletters, you are providing DSM with personal information, which we will not disclose for any other purpose without your consent.

You can unsubscribe at any time and your email address will be moved to a 'do not contact' email database. To do this, click on the unsubscribe link within each email or newsletter type you have previously subscribed to.

Subscriptions supported by third-party vendors only share details to assist with managing delivery, technical issues and the prevention of fraud or security issues. They include but may not be limited to Mail Chimp.

Any personal information collected as part of newsletter subscriptions will be stored on secure databases which reside in the USA.

#### Social media

We use Facebook, Instagram, Twitter, LinkedIn and YouTube to communicate with the public. We may collect any personal information that you provide us via Facebook, Instagram, Twitter, LinkedIn and YouTube under the authority of Information Privacy Principle 1.1 of the PDP Act for the purposes of engaging and consulting with the public. Any personal information that is collected via Facebook, Instagram, Twitter, LinkedIn and YouTube will be handled appropriately and in line with our Privacy Policy.

Any information you post on social media sites is potentially accessible to anyone else engaging with the same social media. Your individual privacy settings for profiles and accounts on social media networks are your responsibility. DSM has no control or jurisdiction over these settings.

#### Links to other sites

DSM's website contain links to websites not operated by DSM. DSM is not responsible for the privacy practices of such sites and it is recommended that users familiarise themselves with those websites' privacy statements.

#### Anonymous transactions and data use

DSM collects individual data for statistical analysis and website usage purposes, for website administration and maintenance, and to improve and develop websites and applications to better meet user needs.

#### Analytics

DSM uses analytics tools, such as Google Analytics, for the capture and provision of website statistics. These services use cookies. In addition, some tools such as Google Analytics use a 'web beacon' or transparent image. Web beacons are simply a convenient way of gathering the statistics and managing cookies. Users can 'opt out' of Google Analytics if they use the opt-out service provided by Google.

### 3.5 Access to information

We will provide access to personal information upon request by an individual, except in the limited circumstances in which it is permitted for us to withhold this information (for instance, where granting access would infringe another person's privacy).

When you make a request to access personal information, we will require you to provide some form of identification (such as a driver's licence or passport) so we can verify that you are the person to whom the information relates.

### 3.6 Corrections and Concerns

If you believe that information we hold about you is incorrect or out of date, or if you have concerns about how we are handling your personal information, please contact us and we will try to resolve those concerns.

If you wish to have your personal information deleted, please let us know and we will take reasonable steps to delete it (unless we need to keep it for legal or internal risk management reasons).

### 3.7 Complaints

If you have a complaint about how we have collected or handled your personal information, please contact our Privacy Officer.

We will try in the first instance to deal with your complaint and take any steps necessary to resolve the matter. If we are not able to do so, we will ask you to submit your complaint in writing.

We will endeavour to acknowledge receipt of your written complaint within 7 days of receiving it and to complete our investigation into your complaint in a timely manner. This may include, for example, gathering the relevant facts, locating and reviewing relevant documents and speaking to relevant individuals.

In most cases, we expect to investigate written complaints and provide a response within 30 days of receipt. If the matter is more complex and our investigation may take longer, we will let you know, and tell you when we expect to provide our response. Our response will set out whether in the Privacy Officer's view there has been a breach of this Policy or any applicable privacy legislation and what action, if any, we will take to rectify the situation.

### 3.8 Unique identifiers

DSM does not use unique identifiers from other organisations (such as Centrelink or Australian Taxation Office) to identify individuals.

### 3.9 Anonymity

When seeking general information from us, you may not have to identify yourself. If you wish to make an enquiry, no personal information will be collected or recorded unless we need it to get back to you with an answer.

### Effect of Policy

We may update this privacy policy at any time by publishing an updated version on this website. The amended policy will apply between us whether or not we have given you specific notice of any change.

### Contact

Individuals who have any queries about this policy or wish to make a request or complaint under this policy should contact DSM's privacy officer by email on [privacy@dsmelbourne.com](mailto:privacy@dsmelbourne.com).