

Privacy Policy

Background

MHCC in the course of its work, may collect information from organisations and individuals for a variety of reasons. Information may be collected for membership, event attendance, training purposes, information dissemination or project and research purposes. All MHCC members, staff and Board, and stakeholders have a right to confidentiality of personal and professional information. Professional and ethical practice requires that there is no unnecessary distribution of private and confidential information. MHCC will not on-sell or disclose, any information collected to another person, organisation or agency unless, permission has been granted or where required or authorised by or under Australian law, or a court/ tribunal order.

MHCC respects people's privacy and confidentiality, and are committed to accountability and transparency and will continue to strive for the highest possible standards in complying with the Privacy Act 1988 (Cth)

What personal information we collect

MHCC only collects information about people for the purposes of conducting MHCC business. Except where information is being collected for the purposes of projects and research (where additional information may be collected with consent from the individual) MHCC will collect personal information such as outlined below:

- Name (First and Last)
- Contact details (address, phone numbers, email address)
- Organisation of employment
- Job Title

Where information is provided by an individual for payment of a service such as credit card details this information will not be stored once the payment has been processed.

Additional information may be collected about participants enrolling in training. For our Training Participants please refer to the Training Participants Privacy policy.

How MHCC collect your personal information

Information may be collected through event registration, training enrolment forms, during the process of registering for MHCC communications such as the e-newsletter (FYI), and during membership application and renewal processes. Information provided during the membership process may include individual information as well as organisational information. Any individual information provided on behalf of an organisation will be used solely for the purpose of disseminating member relevant information to the member organisation.

Why MHCC collect, keep, use and disclose your personal information

The information collected will be used for the following purposes:

- Information about upcoming events (including possible training events)
- Information MHCC considers relevant to our members
- Information MHCC considers relevant to the broader mental health sector

MHCC will only use personal information collected from an individual for the purpose of direct marketing where MHCC believes the individual may have an interest in the material. All direct marketing will provide a simple way of requesting to not receive any future direct marketing campaigns.

Information will only be provided to third parties who perform tasks directly on our behalf (for example, sending our communications). MHCC will not on-sell personal information, but will provide it where authorised or required under an Australian law, or a court/ tribunal order.

Who MHCC may give your personal information to

Access to information stored within the MHCC CRM will only be provided to the individual the information relates to, unless the information relates to an organisation in which case access to information will only be provided to the nominated contacts within the CRM.

Requests for access to information are to be made in writing to MHCC and will be responded to within a reasonable timeframe and where possible within the format requested.

In the event MHCC is unable to provide access to information, MHCC will provide the reason access has not been provided.

Updating personal information

MHCC will work to ensure information remains accurate, current and complete.

Security

MHCC actively seeks to ensure that all personal information collected is protected from misuse, unauthorised access, modification or disclosure.

MHCC will make all reasonable efforts to ensure that information is stored securely, both in electronic and physical forms, and that only those persons who require access are authorised.

Where personal information is no longer required (or requested by the individual) MHCC will destroy, delete or de-identify the information as long as it is legal to do so.

What to do if you think your privacy was breached

The Privacy Act stipulates reporting and management requirements for 'eligible data breaches'. If you think your privacy has been breached please contact us.

How to contact us

Complaints about breaches of privacy can be made directly to MHCC. MHCC can be contacted at the below details:

MHCC
PO Box 668
Rozelle NSW 2039
02 9555 8388
info@mhcc.org.au

Changes to our privacy policy

MHCC may make changes to this policy from time to time without notice. Any changes will be updated on our website.

This privacy policy was last updated in July 2018