

Privacy Policy

Purpose

The Victorian Comprehensive Cancer Centre Ltd trading as VCCC Alliance is committed to respecting the privacy of personal information relating to customers, staff, stakeholders, contractors, volunteers and patients at our Members.

The VCCC Alliance is bound to act in accordance with both Victorian and Australian legislation relating to this matter. From 12 March 2014 the [Australian Privacy Principles \(APPs\) are in place under the Privacy Act 1988](#)

It is recognised that the privacy principles place significant restrictions on the use of personal information and these matters require careful management.

The VCCC Alliance is also bound to comply with the Notifiable Data Breach scheme under Part IIIC of the Privacy Act 1988, which is covered in our Data Security Policy.

The VCCC Alliance also seeks to comply with the Privacy and Data Protection Act 2014 (Vic) (PDPA).

This policy includes the Privacy Collection Statement below.

Policy

The VCCC Alliance is dedicated to ensuring the privacy of all relevant individuals, and we have implemented security measures and procedures, to provide assurance that personal information will remain secure.

This notice represents our Privacy Policy. We are committed to complying with the Australian Privacy Principles and obligations contained in the Privacy Act in all its activities involving the collection, use, disclosure and handling of personal information.

All personal information held by VCCC Alliance will be governed by our most recent Privacy Policy.

1. Personal and Sensitive Information VCCC Alliance Collects and How It Is Collected

VCCC Alliance only collects personal or sensitive information when it is necessary to support our business activities. This means that we collect information for purposes including:

1. Internal management and reporting requirements
2. The provision of business services, healthcare improvements and research
3. Communicating with our stakeholders
4. Audit and review of patient data

VCCC Alliance will endeavour to notify at, or before the time, or soon thereafter if we receive personal information about an individual from a third party and to provide information on the purpose, use and access to the information and a copy of our Privacy Collection Statement and Policy.

VCCC Alliance collects personal information from you in a variety of ways. These include:

1. Information provided when registering for an event or conference
2. Information provided by way of contact or interaction through our website or application
3. From our Members or other sources when performing services or research when consent has been provided.

VCCC Alliance will only collect personal information by lawful and fair means and not in an intrusive manner. Where it is reasonable and practicable to do so, VCCC Alliance endeavours to collect personal information about you directly from you. In some circumstances, however, VCCC Alliance may obtain your personal information from a third party. You generally have no obligation to provide personal information to us, however, if you choose not to provide information we need, we may not be able to provide you with a requested product or service.

Wherever possible, the VCCC Alliance will collect de-identified data to perform research and services for our Members and only when necessary to achieve our business purposes. Appropriate safeguards will be developed with our Members where use of data with unique identifiers is required and will comply with the requirements of the PDPA. The VCCC Alliance does not directly collect personal or sensitive information and assign unique identifiers to it. Sensitive information (ie genetic or health information) will only be collected with your permission. When feasible, you have the right to provide information anonymously.

When working with our Members, the VCCC Alliance will ensure compliance with their individual privacy policies and will seek formal approval to proceed from

each Member participating in a project that involves sharing personal or sensitive information.

The VCCC Alliance may collect information including personal details such as address, dietary information, workplace and credit card/banking information to enable payment for services or events. Credit card and banking information collected will be destroyed in a secure manner, within one year of the information being provided. Health data from our Members used for research and health care improvements is also collected or utilised by the VCCC Alliance as part of its business activities.

2. Use of Information

VCCC Alliance uses information we collect from you for the primary business purposes and purposes and related activities of our Members. This means that we use information for purposes such as:

- Providing you with services or events that you have requested
- Helping us manage and conduct research activities
- Helping us improve the services offered at our members
- Communicating with you

The VCCC Alliance may also use your personal information for the purpose of marketing our business functions, events and activities to you unless you have requested not to receive such materials.

We will only disclose your personal information if you consent to such disclosure or if such disclosure is permitted under the Privacy Act, or use it for a secondary purpose without consent unless it is reasonably expected to be used for that purpose as outlined in the Australian Privacy Principles.

The VCCC Alliance may disclose personal information to other related organisations. We may also provide your information to:

- Third parties engaged by the alliance to perform functions on its behalf, such as processing credit card information, order fulfilment, mailouts, shipping, debt collection, marketing, research and advertising
- Third parties authorised by you to receive information held by the VCCC Alliance

The VCCC Alliance will not transfer your personal information outside Australia unless you consent to such a transfer and the VCCC Alliance has satisfied itself that the recipient of the personal information will uphold principles for the handling of personal information, which are similar to the Australian Privacy Principles.

3. Security of Information

The VCCC Alliance protects the personal information it holds from misuse, loss, unauthorised access, modification or disclosure by various means including firewalls, password access, secure servers and encryption of credit card transactions. The VCCC Alliance will destroy or permanently de-identify personal information no longer needed for any authorised purpose.

4. Updating or Correcting Personal Information

The VCCC Alliance endeavours to ensure that the personal information it holds is accurate, complete and up-to-date. If your details change or you believe that any of the personal information we hold about you is inaccurate or incomplete by contacting us.

5. Access to Personal Information

You have the right to seek access to the personal information held about you and to advise the VCCC Alliance of any inaccuracy. There are some exceptions to this right set out in the Australian Privacy Principles.

If you make an access request, we will ask you to verify your identity and specify what information you require. The VCCC Alliance may charge a fee to cover the costs of meeting your request.

6. Contacting or Making a Complaint to the VCCC Alliance

Any questions or comments that you have concerning this Privacy Policy or the VCCC Alliance's privacy practices, requests to not receive any marketing material, as well as any requests for access to your personal information held by the VCCC Alliance, or complaints regarding privacy and personal or sensitive information should be directed to:

[Craig Zanker](#), VCCC Alliance Chief Operating and Finance Officer

E craig.zanker@vcccalliance.org.au

P +61 3 8559 7160

Review Date

This policy is scheduled to be reviewed at least every three years.

The Chief Operating and Finance Officer is responsible for facilitating this review. All enquiries and proposed changes to the policy should be directed to the Chief Operating and Finance Officer.

Last Reviewed: 2 March 2022

Version: 2.1