



# OPERATIONS VICTORIAN INCLUSION AGENCY WEBSITE PRIVACY STATEMENT

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|---------------------------|--|--------------------------|--------------|
| <b>Linked Policy</b>      | Privacy - Use and disclosure of member/stakeholder information | <b>Version</b>           | V2           |
| <b>Drafted by</b>         | Emma Keft  | <b>Approved by Board</b> | October 2019 |
| <b>Responsible person</b> | Liz Hudson   | <b>Scheduled review</b>  | Refer Policy |

## Victorian Inclusion Agency Website Privacy Policy Statement

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Thank you for visiting [www.viac.com.au](http://www.viac.com.au), the website provided by the Victorian Inclusion Agency (VIA), for Victoria, Australia.

The VIA is a consortium led by [Community Child Care Association](#) (CCC) and delivered in partnership with [KU Children's Services](#) and [Yooralla](#). CCC provides [this website](#) on behalf of the consortium, and this website is hosted by [Symphony3](#) on behalf of CCC.

The VIA respects and protects the privacy of its users, and is committed to protecting the privacy of personal information which the consortium collects, holds and administers. The VIA is committed to satisfying all legal and ethical obligations regarding the protection of privacy and confidential information.

This statement communicates how the VIA manages personal information through this website. This statement does not extend to external websites that have been linked to from the VIA website; in these cases, users are required to refer to the privacy statements provided on each external site, as the VIA is not responsible for the privacy practices or content of these external sites.

This statement may be periodically updated and may change from time to time to reflect website privacy compliance, technological changes, policies and feedback stakeholders.

### Collection of Information

If you provide personal details through the VIA website, then the VIA will only use and disclose your personal information for the purpose for which it was collected. This includes information collected via event registrations and subscribing to receive electronic publications. Any other type of use and disclosure will require your consent, or be in accordance with prescribed exemptions under privacy laws.

You may request to access, correct, update or delete your personally identifiable information by emailing us at [via@cccinc.org.au](mailto:via@cccinc.org.au)

The VIA website does not guarantee secure transmission of information over the internet. Users should be aware that there are risks in transmitting information over the internet. If you are concerned about conveying your personal information over the internet, then you may wish to contact the VIA office by phoning 1800 177 017 or emailing [via@cccinc.org.au](mailto:via@cccinc.org.au)

### Credit Card and Online Payments

The VIA uses [CiviCRM](#), [Eventbrite](#) and [eWay](#) for its online event registration and management of credit card transactions. When you enter sensitive information such as a credit card number on our registration forms, the VIA encrypt that information using secure socket layering (SSL). The VIA do not store credit card numbers on our servers. The VIA follow generally accepted industry standards to protect the personal information submitted to us, both during transmission and once the VIA



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receive it. No method of transmission over the Internet, or method of electronic storage, is 100% secure, however. Therefore, while the VIA strive to use commercially acceptable means to protect your personal information, the VIA cannot guarantee its absolute security.

### Cookies

To improve user experience, the VIA website may use 'cookies'. Cookies are an industry standard and most major websites use them. A cookie is a small text file that our site may place on your computer as a tool to remember your preferences. You may refuse the use of cookies by selecting the appropriate settings on your browser, however, if you do this you may not be able to use the full functionality of this website.

### Analytics

The VIA website uses Google Analytics, a service which transmits website traffic data to Google servers in the United States. Google Analytics does not identify individual users or associate your IP address with any other data held by Google. The VIA use reports provided by Google Analytics to help us understand website traffic and webpage usage. By using this website, you consent to the processing of data about you by Google in the manner described in [Google's Privacy Policy](#) and for the purposes set out above. You can opt out of Google Analytics if you disable or refuse the cookie, disable JavaScript, or use the [opt-out service provided by Google](#).

### Social Media

This website uses interfaces with social media platforms including [Vimeo](#), [Facebook](#) and [Twitter](#). If you choose to "like" or "share" information from the VIA website through these social media services, you should review the privacy policy of that social media service. If you are a member of a social media site, in some instances the interfaces may allow the social media site to connect your visits to the VIA website with other personal information.

### Management of Digital Images

The VIA obtains permission to use all digital images on this website. Any re-use of images is not permitted and will be considered copyright infringement.

You may at any time request that your image is no longer used by the VIA on this website (or in any other VIA publication), and any associated photographs or videos will be archived by the VIA. A cessation of authorisation form may be sought by the VIA in these circumstances – please contact the VIA office by phone on 1800 177 017 or email [via@cccinc.org.au](mailto:via@cccinc.org.au)

The VIA is committed to the privacy and protection of children and young people. If you have concerns or complaints around the use of images of children and young people on this website (or in any VIA publication), or the behaviour surrounding how these images have been obtained, please contact the VIA office by phone on 1800 188 017 or email [via@cccinc.org.au](mailto:via@cccinc.org.au)



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### Disclosure to Third Parties

The VIA may at its discretion use other third parties to provide essential services on our site or for our business processes. The VIA may share data that you provide to us with trusted third-party partners to help us perform statistical analysis, provide support and to offer more relevant and personalised content. The VIA may share your details as necessary for the third party to provide that service.

Third parties may capture and store your personal information outside Australia. These third parties include (but are not limited to) [Eventbrite](#), [Facebook](#), [Google](#), [MailChimp](#), [Symphony3](#), [SurveyMonkey](#), [Twitter](#), and [Vimeo](#).

Third parties are prohibited from using your personally identifiable information for any other purpose and are required to maintain the confidentiality and security of your information. The VIA does not share any information with third parties for any unknown or unrelated uses.

The VIA is not responsible for the privacy practices of these third parties and encourages you to examine each website's privacy policies and make your own decisions regarding their reliability.

The VIA reserve the right to disclose your personally identifiable information as required by law and when the VIA believe that disclosure is necessary to protect our rights and/or comply with a judicial proceeding, court order or legal process served on our website.

For any other information email [via@cccinc.org.au](mailto:via@cccinc.org.au)