

Document Title	Privacy Statement
Date of Issue	July 2025
Approval	Chief Executive Officer
Contact Officer	Manager People, Engagement & Operations
Legislative or Regulatory References	Privacy and Data Protection Act 2014 (amended) (Vic) Local Government Act 1989 and Local Government Act 2020 Health Records Act 2001 (Vic)
Related Documents	GLC Code of Conduct – Staff GLC Membership Terms and Conditions

Version control

Version Review	Date	Author	Comment
1	April 2018	Policy Officer	Adopted by Board March 2018
2	February 2020	Manager Engagement & Operations	Drafted for Board Meeting March 2020
3	August 2022	Chief Executive Officer	Finalised and implemented December 2022
4	July 2025	Manager People, Engagement & Operations	Minor updates to reflect changes to InterLibrary Loan platforms & reporting.

The Goldfields Library Corporation (GLC) values an individual's right to privacy and is committed to protecting the personal information it collects and uses. As a public sector organisation, the GLC is required to comply with the Victorian Privacy and Data Protection Act 2014 (amended) (Act).

The GLC uses privacy statements which act as the collection notices required under the Act. Each statement includes the following information:

- The GLC's contact details.
- The reason for collecting the information.
- The types of organisations or individuals we might disclose the information to.
- The individual's right to gain access to the information.
- Whether any law requires the information to be collected.
- Consequence of not providing the information.

This document provides information on how we collect and handle personal information in general and via our website. In some circumstances it is impractical to provide this privacy statement in full, and the GLC takes reasonable steps to provide the relevant information in a simplified format. In these circumstances, the individual should be directed to the Privacy Policy and this Privacy Statement online or in hard copy for further information.

An example of a simplified privacy statement is as follows:

The personal information requested is being collected by the Goldfields Library Corporation (GLC) for [insert purpose and any law that requires the particular information to be collected]. The personal information will be used by the GLC for that primary purpose or directly related purposes. {If relevant} The GLC may disclose this information to [insert organisations and why]. If this information is not collected [insert main consequences]. The applicant may apply to the GLC (www.ncgrl.vic.gov.au) for access to and/or amendment of the information.

1. Information collection

The GLC collects personal information to meet its strategic and organisational objectives and is used for the primary purpose it was collected, or in some circumstances, for a related purpose.

Personal information may be collected from staff, volunteers, work and student placements, contractors, library patrons and registered library members for the purposes of:

- Recruiting, employing and managing staff.
 - Access to staff files shall be restricted to the CEO and members of the regional headquarters team directly involved in regionally managing branches. This will include staff directly involved in Human Resources and Branch Operation Management.
 - Access to staff emails will be limited to the IT department and Chief Executive Officer. These may be accessed for the purposes of specific investigation, project management or as part of regular auditing and remain the property of Goldfields Library Corporation.
- Engaging and managing volunteers, student work experience and work placements.
- Engaging and communicating with contractors, partners and service providers.

- Registering library members and providing them with services and transactions.
- Registering patrons for Home Library Services and providing them with services and transactions.
- Bookings and transactions for activities and events and venue hire.
- Accessing the collections and resources, either in person or online.
- Accessing other collections through interlibrary loans and BRAC.
- Providing technical and other assistance on GLC public computers and Wi-Fi.
- Contributing to comments on social media and online.
- Completing surveys and providing customer feedback.
- Seeking permission to record and publish photographs, videos and audio.
- Providing a safe environment for staff and patrons through surveillance and incident reporting.
- Fulfilling electronic financial transactions.
- Subscribing to e-newsletters and other communications about library events and activities.

The GLC collects this information in the following ways:

- Using hard copy forms at branches and agencies.
- Using online forms and systems, including the website and eLibrary.
- Via email, telephone or in person.
- Using video, camera, audio and CCTV cameras.

2. Information disclosure

The GLC may disclose the personal information collected for the purposes of fulfilling its functions and activities. Disclosure may be made to:

- Online e-distribution services such as Mail Chimp for the purpose of delivering the monthly information e-newsletter when permission to use your email in this way has been granted.
- Information management systems for libraries, including eResource vendors for the provision of library notices and other membership information. Only library membership numbers are used for authorisation purposes.
- Information sharing systems such as Resource Sharing for Groups (RS4G) and Trove ReShare to facilitate interlibrary loan requests made directly by the user. Only library membership numbers are used for authorisation purposes.
- Debt recovery agencies for the collection of fees and charges for long overdue items. Users are informed before any information is passed onto a recovery agency.
- Membership Councils (City of Greater Bendigo, Shire of Mount Alexander, Shire of Macedon Ranges, Loddon Shire), for the purposes of reporting (de-identified)
- Contracted or partner service providers for the delivery of services such as training, events and activities.
- Government departments and agencies, including Victoria Police for the purposes of identifying criminal activity. This can include the collection of CCTV footage or membership details. Requests for obtaining personal data from the GLC for these purposes must be made in writing to the Chief Executive Officer by an appropriate officer in the form of an email, search warrant or court order.
- Photographs, video and audio may be publicly disseminated in hard copy and online

publications for the purpose of promoting the services and activities of the GLC. Patrons will be informed at events and activities if this will occur through a verbal announcement and their consent in written form gained if they are identifiable.

- In the case of an emergency the GLC may be required to disclose personal information to emergency services and other service providers.

Individuals may restrict the publication of their personal information by the GLC in the case of disclosure of this information posing a risk to their personal safety. The GLC will make all reasonable efforts to fulfil this request where possible.

3. Access and correction

Individuals can request access to, and correct, their personal information held by the GLC and we will take reasonable steps to provide this information. For simple retrievable information, such as that available on the membership database, this information can be provided informally at a library branch or agency. More complex information requests should be made in writing to the Chief Executive Officer.

4. Legal requirements

The GLC is not legally required to compulsorily collect personal information.

5. Anonymity

Individuals have the right to refrain from providing all or part of their personal information. In this case the individual may not be able to access some of the services the GLC provides. For example, if a member does not provide their email address because they don't want to receive the e-newsletter, they will also be unable to receive library notices and other communications regarding their membership via email.

6. The GLC website and your privacy

The GLC privacy statement does not apply to external websites that are linked to the GLC site. When using the website, you may be sent to external websites via hyperlinks. Examples include; EventBrite when booking for events and activities; the third-party library management system when signing up for online resources through our eLibrary; and Resource Sharing for Groups (RS4G) or Trove ReShare for interlibrary loans. The GLC is not responsible for the privacy practices or content of other websites and it is recommended that you familiarise yourself with the terms and conditions and privacy policy of these pages.

When using the GLC website, you are not required to provide personal information to access and browse the website and collection database. However, to reserve or borrow items through the eLibrary online portal, individuals are required to provide their membership number and pin number.

There are risks in transmitting information across the internet and the GLC takes reasonable steps to protect any personal information from unauthorised access once that personal information comes into its possession.

Email addresses are only recorded if you complete an online form, when registering as a member, or send the GLC a message. It will only be used for the purpose for which you have provided it. If you provide your email address to register as a member it will be used to send you eNewsletters, library

notices and other membership information via email. You can opt-out or unsubscribe from our mailing list at any time.

When using the GLC website, the web server automatically captures and logs a small amount of data including; IP address, top-level domain name, date and time of visit and information about pages, files etc. This provides the GLC with individual data for statistical analysis and website usage purposes to assist with improvement, administration and maintenance of the website.

The GLC website uses cookies, small pieces of code placed on your computer which allows us to record information about your visit. Information is collected to record usage statistics for the site but we do not retrieve or record any personal information. The GLC website may use session cookies which are stored in temporary memory and are not retained after you close the browser session.

GLC uses analytics tools for the capture and provision of website statistics. These services use cookies.

7. Further information

For further information on the Victorian Privacy and Data Protection Act 2014 (amended) and the ten Information Privacy Principles, please contact the Office of the Victorian Information Commissioner (OVIC).

Queries about the GLC privacy policy and statement and related personal information enquiries should be made in writing to:

Chief Executive Officer
Goldfields Library Corporation
259 Hargreaves St, Bendigo
PO Box 887, Bendigo Victoria, 3552
info@ncgrl.vic.gov.au