



## Melbourne City Baths Collection Notice

The City of Melbourne (CoM) is committed to protecting your privacy and is bound by the Information Privacy Principles in the Privacy and Data Protection Act 2014 (Vic) ('PDP Act') and any code of practice made under the PDP Act with regard to the collection of personal information. In the context of the collection of health information, CoM is permitted to collect this information under Health Privacy Principle 1.1 of the Health Records Act 2001 (Vic) which allows the collection of health information for one of its activities or functions if a) the individual has consented.

The personal information requested from you is collected by CoM for the purpose of processing your membership application, managing your ongoing membership and for any other purpose directly related to your use of CoM's recreation facilities and services. If this information is not collected, CoM cannot register you as a recreation centre member nor fulfil its duty of care obligations. The personal information you provide to CoM other than payment information (see below) is stored in CoM's membership and point of sale system maintained by a third party cloud service provider and will be securely transmitted to, and stored on, servers located in, Australia.

The general health information collected on your registration form is for the purpose of assisting CoM to minimise risk associated with the delivery of health and fitness services to you or your child where registered for the Teen Gym or Swim School. This information is stored in CoM's membership and point of sale system.

In some instances, depending on your or your child's health needs, it may be necessary for CoM to collect a medical certificate from you. This is to assist CoM to ensure it has medical clearance to deliver the health and fitness services sought by you in a manner that is tailored to your or your child's individual health needs. In those circumstances CoM will securely store the medical certificate on a separate cloud based fitness management system maintained by a third party cloud service provider with servers located in Australia. CoM will limit access to the medical certificates to key staff members that require access in order to assess health needs in the course of providing services to you or your child.

CoM discloses your payment information to a third party payment gateway (payment gateway) for the purpose of processing payments but will not share any information about your enrolment. The payment gateway securely stores your payment information on servers located in Australia.

CoM will not disclose the personal or health information collected from you to any other third party without your consent or unless required by law.

CoM will assign to you and/or your child a unique identifier in the form of a membership number for the purpose of providing membership and point of sale services, in line with the operations of its recreation centres. Where a discount membership rate is applied, CoM will collect from you a unique identifier in the form of a concession card number which will be stored in CoM's membership and point of sale system as stated above.

In the event of an emergency or injury, CoM will use the emergency contact's personal information, as supplied by you, to inform them of the situation. Please ensure any individual you nominate as an emergency contact or responsible person (for aquatics) is made aware that their personal information has been provided to CoM for this purpose.

Upon cessation of your membership or use of our facilities, your personal information will continue to reside in CoM's membership and point of sale system for an additional 7 years or, in the case of your child's personal information, for an additional 7 years from when your child attains 18 years of age in line with Public Records Office of Victoria (PROV) data retention requirements. Following the expiration of the applicable time

period the personal information will be securely destroyed. Your health information will continue to reside in CoM's membership and point of sale system and/or fitness management system for an additional 7 years, or in the case of your child's health information, until your child attains 25 years of age in line with the data retention requirements in the Health Records Act 2001 (Vic). Following the expiration of the applicable time period the health information will be securely destroyed.

If you wish to alter any of the personal or health information you have supplied to CoM, you can do so via the online portal (when available) or contact recreation centre staff via email -mcb@melbourne.vic.gov.au – or in person on your next visit.

Your contact details will be used to keep you informed of announcements directly related to your membership or services provided by CoM recreation facilities.

By providing your personal details to register as a CoM recreation centre account holder, you consent to CoM using your personal information for direct marketing purposes, related to the use of CoM recreation centres, unless you have already opted out of marketing, or until you opt out.

You have the right to opt-out of marketing communications at any time and can do this by using the "unsubscribe" link in any materials we send you, or via your CoM recreation centre online account.