



## **BICYCLE NETWORK VICTORIA**

### **Privacy Amendment (Private Sector) Act 2000**

**January 2012**

#### **Bicycle Network Victoria Policy Statement**

Bicycle Network Victoria is committed to providing its Members and Friends with the highest levels of service possible. In this regard it is necessary to collect personal information to enable us to fulfil those levels of service for insurance requirements, T-shirt sizing and passing on to third party organisations where fund raising or other related situations may be involved.

From 21 December 2001, we are bound by the provisions of the Privacy Amendment (Private Sector) Act 2000, which sets out a number of principles concerning the protection of personal information.

How we collect, the type of information collected and the use of that information is explained below. We will not sell or license information collected, and stored on our database, to any third party.

#### **How we collect**

Bicycle Network Victoria collects information in a number of ways, including:

- Directly from the Member or Friend by phone
- By mail in a written application form
- Online by secure website
- Faxed application form

#### **Collection of information**

- Name and address
- Date of birth
- Gender
- Email address
- Telephone and fax numbers
- Other members of household in Membership or Event application
- T-shirt size – when applicable
- Preference of meal type - when applicable
- Next of kin

We consider this to be the minimum amount of information that we need to collect to provide the level of service on which we pride ourselves.

#### **Use of information**

The personal information collected will be used in order to:

- Provide the level of service you require
- Administer and manage those services, including Membership renewals and payment of related insurance premiums
- Mail to Members at the address on file, a copy of the bi-monthly Ride On magazine
- Inform Members and Friends of forthcoming Events or matters concerning their Membership status
- Gain an understanding of Members locale for lobbying purposes, age groups on rides and gender ratios for Membership and Events
- Provide secondary parties with the relevant details relating only to your agreement to participate in a programme run by that secondary party



## **BICYCLE NETWORK VICTORIA**

- Our professional advisers, including Auditors and Lawyers, to the extent necessary for them to carry out their legal requirements
- Government and regulatory authorities and other organisations, as required by law.

### **Information storage**

Information is stored in compliance with current legislation but mainly in electronic form. All reasonable steps will be taken to ensure that the information is kept secure and that access is restricted to the person it relates to and those who require access to perform the function required by the Member or Friend.

Where information is required to be transferred to a third party every effort will be made to ensure that the third party complies with National Privacy Principles or the Member or Friends consent has been obtained.

### **Security of information**

Bicycle Network Victoria takes all reasonable precautions to protect sensitive information of Members and Friends, both online and offline. Information forwarded to mailing houses electronically is ENCRYPTED and is protected with encryption software.

Bicycle Network Victoria is committed to preserving the privacy of people who have their details registered on our database. Any web based access to our database that displays any page containing details such as sign-on details, member details, or financial transactions will be via an encrypted link. Our preferred standard will be 128-bit SSL security for browser-based applications.

No Friend or member will be able to see their details displayed on any Bicycle Network Victoria web application, unless they are signed on to the application using their Rider ID and their password. No Friend or member will be able to see the details of any other friend or member displayed on any Bicycle Network Victoria web application (other than the family members of the same family membership group) even if they know the customer ID.

All web-based access for payments or accessing personal information by friends/members or staff will be via 128-bit SSL encryption. Bicycle Network Victoria will ensure there is a valid 128-bit SSL certificate at all points of web access to our system for the shop and blink.

### **Access to information**

The Member or Friend has a right to access the personal information held and to correct the information where found to be inaccurate. Further, the information will be removed if so requested and its removal does not affect any legal requirements.

### **Contact Bicycle Network Victoria**

If you have any questions in relation to privacy, please contact us on 03 8376 8888 between 9 am and 5 pm, Monday to Friday and ask for the Privacy Officer. Alternatively, you can write to the Privacy Officer at Bicycle Network Victoria PO Box 24013, Melbourne, Vic 8001.