



The ALIVE National Centre for Mental Health Research
Translation
Administered by University of Melbourne
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The ALIVE National Centre for Mental Health Research Translation respects the privacy of anyone who interacts with us and is committed to protecting and managing personal information fairly and lawfully. ALIVE is a National Research Translation Centre that aims to improve health outcomes for Australians with mental illness and reduce the individual, social and economic inequities associated with current care. This Privacy Policy applies to all the publicly accessible pages on the site located at alivenetwork.com.au. The ALIVE National Centre for Mental Health Research Translation does not have any responsibility for the privacy policies or practices of third party sites linked to our site. If you have any questions about our site, or the application of this Privacy Policy or a request for access to information held please contact info@alivenetwork.com.au

What information do we collect?

When you look at the pages on The ALIVE National Centre for Mental Health Research Translation site, our computers automatically record information that identifies, for each page accessed:

- The IP (Internet Protocol) address of the machine which has accessed it
- Your top-level domain name (for example .com, .gov, .edu, .au, .uk etc.)
- The address of your server
- The date and time of your visit to the site
- The pages accessed and documents downloaded
- The previous site visited and
- The type of browser and operating system you have used.

We may from time to time need to obtain personal information from others, for instance where individuals are using crowdsourcing function, to ensure that we are fully informed in relation to the data that we need to collect. The kinds of personal information we collect will depend on the purposes for which you interact with The ALIVE National Centre for Mental Health Research Translation site. The personal information we may collect from you may include:

- Your full name and prefix (e.g. Mr or Mrs)
- Your address
- Your phone number
- Your email address, so that we can authenticate you electronically and administer your account
- Your date of birth
- Your gender
- Your social network contact and publicly available details
- Your employer
- Your country or state of residence
- Your medical history including, where relevant, a family medical history
- Your credit card details and other information which will allow us to process your transaction
- Other demographic information

You may not be able to deal with or interact with the ALIVE National Centre for Mental Health Research Translation site if you do not provide us with a minimum of personal information.

We may, at times, collect information on publicly maintained records, if that collection is reasonably necessary for The ALIVE National Centre for Mental Health Research Translation legitimate functions or activities.

We may from time to time collect 'sensitive' information and health information from you. Where we do so, we will do so in accordance with applicable laws.

How we collect and use your information?

We collect and process personal information through lawful and fair means and in a non-intrusive way. We will collect your personal information directly from you wherever possible. However, where this is not practicable, we may collect information you have provided through other avenues, as detailed in the specific privacy collection notice provided to you at the time your personal information is collected.

We only process personal information as necessary, for specified purposes, and in accordance with the relevant Privacy Laws. The purpose and lawful basis for collecting your personal information is detailed in the specific privacy collection notices for particular activities.

We will only use or disclose your personal information under the following circumstances:

- for the purpose for which it was collected
- for a related purpose which you might reasonably expect
- where you have consented to the disclosure
- if we are required or permitted to do so by law
- where it is necessary for the pursuit of our legitimate interests (such as facilitating teaching, learning and research)
- where we have engaged a contracted service provider or partner to perform legitimate functions on our behalf, such as those outlined in the privacy collection notice.

Where relevant, examples of third parties we provide personal information to, and for what purposes, are captured in the privacy collection notice provided to you at the time your personal information is collected.

We do not sell your personal information to third parties under any circumstances or permit third parties to sell on the information we have shared with them.

Is the information stored securely?

We take great care to ensure that personal information is handled, stored and disposed of confidentially and securely. Your personal information is collected, stored and transmitted securely in a variety of paper and electronic formats. This includes databases that are shared across the Centre. Accordingly, your personal information is not segregated or treated differently from any other personal information based on your geographic location or jurisdiction.

Our staff receive regular privacy and data protection training, and the Centre has implemented organisational and technical measures so that personal information is processed in accordance with the Privacy Laws as applicable.

We take all reasonable steps to ensure that any personal information we (or third parties operating on our behalf) collect, transmit, store or otherwise process, is accurate and complete, and that appropriate technical and organisational measures are implemented and maintained to protect it from accidental or unlawful destruction, misuse, loss, alteration, or unauthorised access or disclosure.

Access to your personal information is limited to authorised Centre staff and contracted third parties, or affiliates' representatives, who have a legitimate interest in it for the purpose of carrying out necessary duties. Where personal information is disclosed to third parties, it will be done so only to the extent necessary to fulfill the purpose of such disclosure. Where required, we ensure we have appropriate information sharing and/or processing agreements in place before sharing your personal information with any third parties.

In some instances, your personal information may be transferred outside of Victoria or Australia (for example, where providers are located internationally or use a cloud-based system with servers based in international jurisdictions). We take all reasonable steps to ensure that the interstate or overseas transfer of personal information is in accordance with this privacy statement, as applicable.

How to contact us?

You may request access to, or correction of, your personal information we hold, or exercise your individual rights as applicable (including under GDPR if applicable), unless this would have an unreasonable impact on the privacy of others or would contravene our other legislative obligations.

For access to personal information that we hold about you, you should contact the department that holds the information in the first instance. In some circumstances, the department or area of the University that holds that information may need to liaise with our Legal and Risk area before determining whether they can provide the information directly to you.

If you would like to contact us, including to ask a question or request removal from our communications, we may be reached via email at info@alivenetwork.com.au

Will this policy be updated over time?

We periodically refine our privacy statements. The overall level of privacy protection is maintained when changes or inclusions are made. Wherever possible, we will inform you of any substantive changes to this Privacy Statement. However, we may occasionally make changes without notice, particularly where there are amendments to the relevant laws or we adopt new working practices.

We therefore encourage you to regularly review this statement for any updates.