

RRVV Privacy Statement

Residents of Retirement Villages Victoria Inc. (RRVV) is obliged to comply with Australian privacy laws. RRVV assures its members that we will always handle your personal information securely and carefully.

Information that we may collect

The personal information we collect about you may come from three sources:

- Your 'Application for Membership' form
- Emails you send to RRVV
- Telephone made calls to RRVV.

This information may include your name, residential address, email address, membership status, telephone number(s) and other personal information as provided by you.

The RRVV website does not use 'cookies'.

How we use the information

This information will be used only to answer your queries or provide services as requested by you, in the RRVV's normal course of operation in providing support to its members. This may include communicating with you about matters which may be of interest to you, including the distribution of the RRVV Newsletter.

Security of information

We will not provide your personal information to any third party without your knowledge and consent, unless legally directed to do so, except as necessary to manage and distribute our quarterly newsletter.

Access to members' personal information is restricted to certain committee members and the RRVV administration assistant who need it to carry out their functions and responsibilities. The personal information that we hold on the RRVV computer and membership database is protected by means of encrypted passwords. The database is stored on a secure server which is hosted in a controlled environment to protect against loss, misuse or unauthorised changes.

RRVV keeps information for as long as it is necessary to respond to members' queries and to meet legal requirements. We may also retain information about you if you cease to be a member of RRVV.

Your rights regarding the information

You have the right to ask us to disclose to you the information we hold about you and to request that it be changed at any time.

How to contact us

By telephone: 03 9015 8402

By email: rrvv.vic@gmail.com