



Whitehorse City Council

Wellbeing Survey – How has COVID-19 affected you?

Socialsuite Data Collection Statement

Whitehorse City Council (“Council”) collects, holds, and manages personal information in accordance with the Privacy and Data Protection Act 2014 (Vic). The Council and its contractor, Coral Harbour Pty Ltd (“Socialsuite”) are working together to monitor the impacts of COVID-19 on the Whitehorse community through the COVID-19 Social Impact Assessment Tool, hosted on the Socialsuite platform. This collection statement outlines how Council will handle any personal information provided during your use of the Socialsuite platform.

Council is using the Socialsuite platform to collect information on community perceived impacts of COVID-19 from the community. Socialsuite gives registered users an opportunity to contribute feedback on the impacts of COVID-19 and share ideas for improving the health and wellbeing of the Whitehorse community. Socialsuite responses will be collected and used by Council officers to inform pandemic recovery planning as well as health and wellbeing plans and strategies. All survey responses will be aggregated and made anonymous for reporting purposes.

Participating in the Socialsuite survey requires users to register and provide an email address. At the time of registration, users will be asked to submit their email address and you may elect to provide further information, such as your age, gender, suburb, country of birth and language spoken at home; this information is optional and not required for your registration.

The Socialsuite tool is a longitudinal survey, meaning registered users will receive email prompts to complete the survey again at various intervals. Users can opt out at any time by clicking ‘unsubscribe’ on the email from Socialsuite.

Council will only use or disclose your personal information as permitted by the Privacy and Data Protection Act 2014, for instance, if it has your consent or if it is required or authorised by the law to do so.

If you use the Socialsuite platform, Socialsuite will collect information about you. To assist with storage of its information Socialsuite uses a cloud service (or data centre) provider, which is located in Sydney. Socialsuite is obliged to comply with privacy laws. For more information about the types of information that may be collected about you when you use Socialsuite and Socialsuite’s privacy policy, please see the Socialsuite website at <https://socialsuitehq.com/privacy-policy/>.

If you wish to access and correct your personal information provided when setting up an account and held by Socialsuite, you can make a request via their online service desk, <https://socialsuite.atlassian.net/servicedesk/customer/portals>. If you wish to access and correct your personal information held by Council, please contact customer.service@whitehorse.vic.gov.au.

You can obtain a copy of Council’s privacy policy at <http://www.whitehorse.vic.gov.au/Privacy-Statement.html> or from the Customer Service Centre. For further information on how Council manages privacy, please email customer.service@whitehorse.vic.gov.au.