



PRIVACY POLICY

Policy number	N/A	Version	6
Drafted by	Struan Ferguson	Approved by Board on	12 August 2026
Responsible person	Karen Zirkler	Scheduled review date	June 2028

Introduction

Southern New England Landcare Ltd is committed to protecting the privacy of personal information it collects, holds and administers by preventing wrongful access, collection, disclosure or release of personal information by verbal, written or electronic means.

Purpose

The policy is designed to ensure that Southern New England Landcare Ltd staff, members and volunteers comply with and observe the statutory requirements of the Privacy Act 1988.

Policy

Southern New England Landcare Ltd will collect and hold the personal information of:

- **Directors** - name, date of birth, physical and postal address, telephone and mobile number, email address and interests.
- **Staff** - name, date of birth, tax file number, superannuation fund, qualifications, previous employment, physical and postal address, telephone and mobile number, email address and interests.
- **Members** - name, physical and postal address, property address and DP numbers (when necessary for mapping or project purposes), telephone and mobile number, email address and interests.
- **Contacts** - name, physical and postal address, telephone and mobile number, email address and interests.

Publicly available information may be collected where reasonably necessary for project delivery, stakeholder engagement or organisational functions.

Southern New England Landcare holds and secures personal information in cloud-based client relationship management systems for the purposes of communication and promotion of Southern New England Landcare Ltd's activities, project management and delivery and to fulfil its functions.

Individuals may access and seek correction of their personal information held by Southern New England Landcare Ltd by contacting the organisation via telephone: 02 6772 9123, mail@snelandcare.org.au or PO Box 85 Armidale NSW 2350.

Southern New England Landcare Ltd will provide a copy of its Privacy Policy free of charge to an individual or a body in a particular form and by a particular method as requested.

All staff, members, volunteers and Board of Southern New England Landcare Ltd shall be aware and observant of the Australian Privacy Principles and Information Privacy Principles outlined in the Privacy Act 1988 and any amendments, which are summarised below:

- a. **Collection:** Southern New England Landcare Ltd will not collect personal information unless the information is reasonably necessary for or directly related to Southern New England Landcare Ltd's functions and activities. In this case, personal information will be collected directly from the individual where practicable and in a way that is lawful, fair and transparent.
- b. **Website collection:** our website may collect information through online forms, email subscriptions, cookies, and analytics services. Information collected online will only be used for legitimate organisational purposes.
- c. **Use and disclosure:** information is collected and used for the primary purpose of collection unless specific circumstances apply.
- d. **Data quality:** data quality must be maintained, ensuring that the personal information collected or used is accurate, complete and current.
- e. **Data security:** data and information must be maintained in a secure environment that prevents unauthorised access, misuse or loss. Southern New England Landcare Ltd will implement appropriate technical and organisational measures to protect personal information, including access controls, secure storage systems, staff training and secure records disposal practices.
- f. **Openness:** Southern New England Landcare Ltd will manage personal information in an open and transparent way. To this end, Southern New England Landcare Ltd has a clearly expressed and up to date policy stating how its management of personal information is conducted and this policy is readily available to anyone who requests it.
- g. **Access and correction:** where information is held about an individual, that individual will be provided with access to such information on request.
- h. **Identifiers:** Southern New England Landcare will not adopt as its own identifier the identifier of other agencies or service providers, for example, Centrelink identification number.
- i. **Anonymity:** where it is lawful and practicable, individuals have the option of not identifying themselves or using a pseudonym when dealing with Southern New England Landcare Ltd in relation to a particular matter.
- j. **Trans-border data flows:** personal information may be stored or processed by service providers located outside Australia, including cloud service providers. Southern New England Landcare Ltd will take reasonable steps to ensure such providers maintain privacy protections consistent with Australian privacy requirements.
- k. **Sensitive information:** Southern New England Landcare Ltd will not collect sensitive information except for those specified within the Act. For example, collection is required or authorised or under Australian Law or a court/tribunal order.
- l. **Retention:** Records will be retained in accordance with legal, taxation, employment and funding obligations and securely destroyed or de-identified when no longer required.

Procedures

a. Collection

Southern New England Landcare will:

- i. Only collect information that is necessary for the performance and primary function of Southern New England Landcare Ltd. Where practicable, collection of personal information will only occur from an interaction with that individual.
- ii. Notify stakeholders about why we collect information and how it is administered.
- iii. Notify stakeholders that this information is accessible to them.

b. Use and Disclosure

Southern New England Landcare Ltd will:

- i. Only use or disclose information for the primary purpose for which it was collected or a directly related secondary purpose.
- ii. For other uses, we will obtain consent from the affected party.

c. Data Quality

Southern New England Landcare Ltd will take reasonable steps to ensure the information we collect is accurate, complete, up-to-date and relevant to the functions we perform.

d. Data Security

Southern New England Landcare Ltd will safeguard the information we collect against misuse, loss, unauthorised access and modification.

Reasonable steps will be taken to destroy or permanently de-identify personal information that is no longer needed.

e. Data Breaches

Southern New England Landcare Ltd will maintain procedures to identify, contain, assess and respond to actual or suspected privacy breaches. Where a breach is likely to result in serious harm to an affected individual, the organisation will take appropriate steps to notify affected individuals and relevant authorities where required by law.

f. Openness

Southern New England Landcare Ltd will ensure stakeholders are aware of this policy and make this information freely available.

g. Access and Correction

Southern New England Landcare Ltd will ensure individuals have a right to seek access to information about them and to correct it, if it is inaccurate, incomplete, misleading or not current.

h. Anonymity

Southern New England Landcare Ltd will give stakeholders the option of not identifying themselves when completing evaluation forms and surveys.

Making information available to Third Parties

Personal information will only be disclosed with the individual's consent or where authorised or required by law.

Complaints

Individuals may complain about a breach of the Australian Privacy Principles directly to Southern New England Landcare Ltd.

All privacy requests and complaints should be directed to Southern New England Landcare Ltd, PO Box 85 Armidale NSW 2350 or via ceo@snelandcare.org.au or to 02 6772 9123.

All responses to privacy requests and complaints shall be reviewed by the Board. The complaint will be handled and investigated within 10 working days of the complaint being received.

If a complainant is dissatisfied with the outcome, they may refer the matter to the Office of the Australian Information Commissioner (OAIC).

Responsibilities

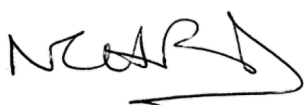
It shall be the responsibility of the Board to ensure that all requirements of this policy are complied with.

Southern New England Landcare Ltd's Board, staff and volunteers are responsible for the implementation of this policy.

This policy and procedures shall be reviewed every year by the Board.

Automated decision-making Southern New England Landcare Ltd does not currently use automated decision-making processes that have legal or similarly significant effects on individuals. Should such systems be adopted, appropriate disclosures will be made in accordance with privacy legislation.

Authorisation



Emeritus Professor Nick Reid
Chair, Southern New England Landcare Ltd

12 August 2026