



PRIVACY POLICY

Policy number	N/A	Version	5
Drafted by	Struan Ferguson	Approved by Board on	16 August 2023
Responsible person	Karen Zirkler	Scheduled review date	June 2024

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.
- Friend and Contacts - name, physical and postal address, telephone and mobile number, email address and interests.

Southern New England Landcare Ltd collects and corrects personal information by way of Membership Forms, person to person or web searches (when necessary). Southern New England Landcare holds and secures personal information in Salesforce and the organisation's L Drive.

Southern New England Landcare Ltd collects and holds personal information 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. Telephone: 02 6772 9123, Email: mail@snelandcare.org.au Mail: 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, 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 and
- b) Use and disclosure: information is collected and used for the primary purpose of collection unless specific circumstances apply.
- c) Data quality: data quality must be maintained, ensuring that the personal information collected or used is accurate, complete and current.
- d) Data security: data and information must be maintained in a secure environment that prevents unauthorised access, misuse or loss.
- e) 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.
- f) Access and correction: where information is held about an individual, that individual will be provided with access to such information on request.
- g) 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.
- h) 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.
- i) Trans-border data flows: personal information about an individual or organisation may only be transferred to someone (other than to the organisation or individual) who is in a foreign country under explicit provisions of the Act.
- j) 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.

Procedures

Collection

Southern New England Landcare will:

- a) 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.
- b) Notify stakeholders about why we collect information and how it is administered.
- c) Notify stakeholders that this information is accessible to them.

Use and Disclosure

Southern New England Landcare Ltd will:

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

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.

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 no longer needed.

Openness

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

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.

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

Southern New England Landcare Ltd:

- a) Can only release personal information about a person with that person's expressed permission. For personal information to be released, the person concerned must sign a release form.
- b) Can only release information about a person to a third party when permission has been granted or it is requested by the person concerned.
- c) If the information is required in order to inform members of opportunities or events that are in line with our organisation's mission or vision, we may provide a third party with name and address labels only. We are never to provide the information in electronic format.

Complaints

Individuals may complain about a breach of the Australian Privacy Principles directly to Southern New England Landcare Ltd. The complaint will be handled and investigated within 10 working days of the complaint being received.

All responses to privacy requests and complaints shall be reviewed by the Board.

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.

Authorisation

A handwritten signature in dark ink, reading "William Perrottet". The signature is fluid and cursive, with the first name "William" and last name "Perrottet" clearly distinguishable.

Bill Perrottet
President
Southern New England Landcare Ltd

16 August 2023