

INTRODUCTION

Coffs Harbour Regional Landcare (CHRL) is committed to protecting the privacy of personal information which it collects, holds and administers by preventing wrongful access, collection, disclosure or release of personal information by verbal, written or electronic means.

PURPOSE

This Policy is designed to inform you about how we collect, use, disclose, and manage your personal information. The policy is designed to ensure that Coffs Harbour Regional Landcare staff, members and volunteers comply with and observe the statutory requirements of the Privacy Act 1988.

DEFINITION OF PERSONAL INFORMATION

'Personal information' means information or an opinion about an identified individual, or an individual who is reasonably identifiable, whether the information is true or not and whether recorded in a material form or not, as defined under the Privacy Act 1988 (Cth)

We may collect the following types of personal information:

- name;
- mailing or street address;
- email address;
- telephone number;
- mobile phone number;
- age or birth date;
- profession, occupation, or job title;
- insurance details;
- any additional information relating to you that you provide to us directly through our websites, emails, phone calls or indirectly through use of our websites or online presence, through our representatives or otherwise.
- information necessary to process your membership application.
- information about when you have supported us, including when you volunteer with us or donate; and
- information you provide to us through customer surveys, feedback forms, or visits by our representatives from time to time.

- We may also collect some information that is not personal information because it does not identify you or anyone else. For example, we may collect anonymous answers to surveys or aggregate information about how users use our website.

POLICY

All staff, members, volunteers and committee of Coffs Harbour Regional Landcare shall be aware and observant of the 13 Australian Privacy Principles (APP), outlined in the Privacy Act 1988, which are summarised below:

- 1. Open and transparent management of personal information** - Personal information must be managed in an open and transparent way. This includes having a clearly expressed and up to date privacy policy.
- 2. Anonymity and pseudonymity** - Individuals have the option of not identifying themselves, or of using a pseudonym. Limited exceptions apply.
- 3. Collection of solicited personal information** - This principle outlines when an organisation can collect personal information that is solicited. It applies higher standards to the collection of sensitive information.
- 4. Dealing with unsolicited personal information** - Outlines how organisations must deal with unsolicited personal information.
- 5. Notification of the collection of personal information** - Outlines when and in what circumstances an organisation that collects personal information must tell an individual about certain matters.
- 6. Use or disclosure of personal information** - Outlines the circumstances in which an organisation may use or disclose personal information that it holds.
- 7. Direct marketing** - An organisation may only use or disclose personal information for direct marketing purposes if certain conditions are met.
- 8. Cross-border disclosure of personal information** - Outlines the steps an organisation must take to protect personal information before it is disclosed overseas.
- 9. Adoption, use or disclosure of government related identifiers** - Outlines the limited circumstances when an organisation may adopt a government related identifier of an individual as its own identifier, or use or disclose a government related identifier of an individual.
- 10. Quality of personal information** - An organisation must take reasonable steps to ensure the personal information it collects is accurate, up to date and complete. It must also take reasonable steps to ensure the personal information it uses or discloses is accurate, up to date, complete and relevant, having regard to the purpose of the use or disclosure.
- 11. Security of personal information** - An organisation must take reasonable steps to protect personal information it holds from misuse, interference and loss, and from unauthorised access, modification or disclosure. An organisation has obligations to destroy or de-identify personal information in certain circumstances.
- 12. Access to personal information** - Outlines an organisation's obligations when an individual requests to be given access to personal information held about them by the organisation. This includes a requirement to provide access unless a specific exception applies.

13. Correction of personal information - Outlines an organisation's obligations in relation to correcting the personal information it holds about individuals.

PROCEDURES

1. OPEN AND TRANSPARENT MANAGEMENT OF PERSONAL INFORMATION

Coffs Harbour Regional Landcare will:

- Ensure stakeholders (including but not limited to an individual, group, land holder/manager or organisation with a vested interest in CHRL's activities and success) are aware of this policy and make this information freely available.
- Take reasonable steps to implement practices, procedures, and systems that will ensure it complies with all APPs and deal with related enquiries and complaints.

2. ANONYMITY AND PSEUDONYMITY

Coffs Harbour Regional Landcare requires individuals and stakeholders to accurately identify themselves for the purposes of establishing and maintaining membership records and fulfilling associated legal and administrative obligations. However, where personal information is collected or used in relation to another specific matter, the organisation will provide the option for the individual or stakeholder representative to remain anonymous or to use a pseudonym, where it is lawful and reasonably practicable to do so.

3. COLLECTION OF SOLICITED PERSONAL INFORMATION

Coffs Harbour Regional Landcare will:

- Only collect information that is reasonably necessary for the functions or activities of Coffs Harbour Regional Landcare. Where practicable, collection of personal information will only occur from interaction with that individual.
 - a. through their access and use of our website and website forms;
 - b. during conversations between the individual and CHRL representatives;
 - c. when an individual completes a membership application
 - d. when purchasing insurance through our website; or
 - e. any other interaction between an individual and CHRL including email, telephone conversations and paper forms.
- We may also collect personal information from third parties including but not limited to local, state and federal government entities.
- Only collect sensitive information where the above conditions are met and the individual concerned consents to the collection.
- Notify stakeholders about why we collect information and how it is administered and that it is accessible to them.

4. DEALING WITH UNSOLICITED PERSONAL INFORMATION

Unsolicited personal information is any personal information received by the organisation that has not been requested by the organisation. In relation to this information, Coffs Harbour Regional Landcare will decide whether it could have collected the information under APP3 or whether the information is contained in a Commonwealth record and:

- if the answer to both these questions is no, Coffs Harbour Regional Landcare will destroy or de-identify the information as soon as practicable if it is lawful and reasonable to do so under APP4.3;
- If the answer to one of these questions is yes, Coffs Harbour Regional Landcare may keep the information but must deal with it in accordance with APPs 5-13.

5. NOTIFICATION OF THE COLLECTION OF PERSONAL INFORMATION

Coffs Harbour Regional Landcare will take reasonable steps before, at the time or as soon as practicable after it collects personal information about an individual to notify the individual of certain matters including, Coffs Harbour Regional Landcare's identity and contact details, the purposes and circumstances of collection, whether collection is required by law and the consequences if personal information is not collected.

6. USE OR DISCLOSURE OF PERSONAL INFORMATION

Coffs Harbour Regional Landcare will:

- Only use or disclose information for the primary purpose for which it was collected or a directly related secondary purpose.
- Obtain consent from the affected party for all other uses.

7. DIRECT MARKETING

Coffs Harbour Regional Landcare will not disclose personal information for direct marketing purposes. We may send an individual direct marketing communications and information about our services and products that we consider may be of interest to them. These communications may be sent in various forms, including mail, SMS and email, in accordance with applicable marketing laws, such as the Spam Act 2003 (Cth). If an individual indicates a preference for a method of communication, we will endeavour to use that method whenever it is practical to do so. In addition, at any time an individual may opt-out of receiving marketing communications from us by contacting us (see the details below), or by using opt-out facilities provided in the marketing communications, and we will then ensure that their name is removed from our mailing list.

8. CROSS-BORDER DISCLOSURE OF PERSONAL INFORMATION

Coffs Harbour Regional Landcare will not disclose personal information to an overseas recipient.

CHRL may store data using cloud services located overseas. Reasonable steps are taken to ensure overseas recipients comply with Australian privacy laws.

9. ADOPTION, USE OR DISCLOSURE OF GOVERNMENT RELATED IDENTIFIERS

Coffs Harbour Regional Landcare will not adopt as its own identifier the identifier of other agencies or service providers, e.g. Centrelink identification number.

10. QUALITY OF PERSONAL INFORMATION

Coffs Harbour Regional Landcare will take reasonable steps to ensure the information we collect, use or disclose is accurate, up-to-date and complete and relevant to the functions we perform.

11. SECURITY OF PERSONAL INFORMATION

Coffs Harbour Regional Landcare will safeguard the information we collect against misuse, interference and loss, unauthorised access, modification and disclosure. Reasonable steps will be taken to destroy or permanently de-identify personal information no longer needed. CHRL implements physical, electronic, and managerial procedures to safeguard personal information against unauthorized access, modification, or disclosure. CHRL's website may contain links to third-party websites. CHRL is not responsible for the privacy practices of these external sites.

12. ACCESS TO PERSONAL INFORMATION

An individual may request access to any personal information we hold about them at any time by contacting us (see the details below). Where we hold information that they are entitled to access, we will try to provide them with suitable means of accessing their personal information (for example, by mailing or emailing it to them). We will not charge an individual any fees for making the request or for providing them with their personal information, and we will not charge for making any corrections to their personal information.

There may be instances where we cannot grant access to the personal information we hold. For example, we may need to refuse access if granting access would interfere with the privacy of others or if it would result in a breach of confidentiality. If that happens, we will give the individual written reasons for any refusal.

If an individual believes that the personal information, we hold about them is incorrect, incomplete, or inaccurate, then they may request us to amend it. We will consider if the information requires amendment. If we do not agree that there are grounds for amendment, then we will add a note to the personal information stating that they disagree with it.

If an individual wishes to appeal a decision not to grant access to their personal information, they will need to request in writing for our Executive Committee to review their case. The Executive Committee may overturn the decision to not grant access to their personal information. They will be notified in writing of the outcome of the review by CHRL within a reasonable period from the submission of their request for a review by our Executive Committee.

13. CORRECTION OF PERSONAL INFORMATION

Coffs Harbour Regional Landcare will correct any personal information to ensure that it is accurate, up-to-date, complete, relevant and not misleading.

WHAT HAPPENS IF COFFS HARBOUR REGIONAL LANDCARE CAN'T COLLECT YOUR PERSONAL INFORMATION?

If you do not provide us with the personal information described above, some or all of the following may happen:

- we may not be able to provide the requested services or products to you, either to the same standard or at all;
- we may not be able to permit you to volunteer with us or become a member of Coffs Harbour Regional Landcare;
- we may not be able to provide you with information about services and products that you may want, including information about news and events or special promotions;
- we may be unable to tailor the content of our websites to your preferences; and
- your experience of our websites may not be as enjoyable or useful.

FOR WHAT PURPOSES DOES COFFS HARBOUR REGIONAL LANDCARE COLLECT, HOLD, USE AND DISCLOSE YOUR PERSONAL INFORMATION

We collect personal information about you so that we can perform our business activities and functions and provide the best possible quality of customer service.

We collect, hold, use and disclose your personal information for the following purposes:

- to provide services and products to you, and to send communications requested by you;
- to answer enquiries and provide information or advice.
- to enable your participation in our volunteer activities.
- to process and record your donations.
- to process and record your membership application and details.
- to provide you with access to protected areas of our website.
- to assess the performance of the website and to improve the operation of the website.
- to conduct business processing functions including providing personal information to our related bodies corporate, land owners, stakeholders, contractors, service providers or other third parties.
- for the administrative, marketing (including direct marketing), planning, services or product development, quality control and research purposes of Coffs Harbour

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Regional Landcare and its related bodies corporate, land owners, stakeholders, contractors or service providers.

- to provide your updated personal information to our related bodies corporate, landowners/managers, stakeholders, contractors or service providers.
- to update our records and keep your contact details up to date.
- to process and respond to any complaint made by you; and
- to comply with any law, rule, regulation, lawful and binding determination, decision or direction of a regulator, or in co-operation with any governmental authority of any country (or political sub-division of a country).

Your personal information will not be shared, sold or rented other than as described in this Policy.

Cookies and Website Analytics

In some cases, we may also collect your personal information using cookies. When you access our website, we may send a “cookie” (which is a small summary file containing a unique ID number) to your computer. This enables us to recognise your computer and greet you each time you visit our website without bothering you with a request to register. It also enables us to keep track of products or services you view so that, if you consent, we can send you news about those services or products. We also use cookies to measure traffic patterns, to determine which areas of our website have been visited, and to measure transaction patterns in the aggregate. We use this to research our users’ habits so that we can improve our services and products. Our cookies do not collect personal information. If you do not wish to receive cookies, you can set up your browser so that your computer does not accept them.

We may log IP addresses (that is, the electronic addresses of computers connected to the internet) to analyse trends, administer the website, track users’ movements, and gather broad demographic information.

MAKING INFORMATION AVAILABLE TO THIRD PARTIES

Coffs Harbour Regional Landcare:

- a) We may disclose your personal information to:
- our employees, related bodies corporate, land owners/managers, stakeholders, contractors or service providers for the purposes of operation of our website or our business, fulfilling requests by you, and to otherwise provide services and products to you including, without limitation, web hosting providers, IT systems administrators, mailing houses, couriers, payment processors, data entry service providers, electronic network administrators, debt collectors, and professional advisors such as accountants, solicitors, business advisors and consultants;
 - suppliers and other third parties with whom we have commercial relationships, for business, marketing, and related purposes; and

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- any organisation for any authorised purpose with your express consent.

We may combine or share any information that we collect from you with information collected by any of our related bodies corporate (within Australia).

COMPLAINTS

If you believe that your privacy has been breached, please contact us using the contact information below and provide details of the incident so that we can investigate it.

All complaints against Coffs Harbour Regional Landcare staff, employees, committee or volunteers in respect of privacy must be reviewed and investigated within 10 working days of the complaint being received.

We may request that your complaint be made in writing, so we can be sure about the details of the complaint. We will attempt to confirm as appropriate and necessary with you your understanding of the conduct relevant to the complaint and what you expect as an outcome. We will treat your complaint confidentially.

All responses to privacy requests and complaints shall be reviewed by the Committee. You will be formally notified of the outcome of our Executive Committee's review of your privacy complaint within a reasonable period.

If you are not satisfied with outcome of our investigation, you can lodge a formal complaint with the Office of the Australian Information Commissioner. Further information can be found on its website <https://www.oaic.gov.au/>

RESPONSIBILITIES

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

Coffs Harbour Regional Landcare's Committee, staff and volunteers are responsible for the implementation of this policy.

These policy and procedures shall be reviewed every 2nd year by the Committee.

CHRL Privacy Policy –

Adopted by CHRL Executive

Date: 9th December 2021.....

Review Date: 08/04/2026

Updated to: Data Privacy and Protection Policy

Next Review: April 2028

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