



Privacy and Personal Information Policy

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1. Introduction

Northern Tasmanian Natural Resource Management Association Inc ABN 86 015 680 466 (“NRM North”) recognises the importance of keeping the personal information that you entrust to us private and confidential and is committed to ensuring the personal information of individuals is managed in accordance with the Privacy Act 1988 (Cth) (“the Privacy Act”), and the Personal Information Protection Act 2004 (Tas) to the extent it is not inconsistent with or is in addition to the protections in the Privacy Act. This Policy explains how NRM North complies with privacy laws when collecting, using, disclosing, storing and destroying an individual’s personal information. It also explains how an individual can access or correct their personal information or make complaints about personal information held about them.

A copy of this Privacy Policy is available on our website at www.nrmnorth.org.au and in hard copy on request.

2. What Personal Information does NRM North Collect?

NRM North will only collect personal information if it is necessary for one or more of our functions, programs or activities. This may include information such as your name, addresses, telephone numbers, date of birth, drivers licence details, ownership or occupation of land and observations about that land together with any specific information about an individual that may be required for the purpose of completing NRM North functions.

When it is reasonable or practicable to do so, NRM North will collect personal information directly from you. This may occur when you fill out a form or give personal information in person, over the telephone or electronically.

NRM North may collect information about you because we are required or authorised by law to collect it.

3. Can I Deal with NRM North Anonymously or Using a Pseudonym?

Yes, you can deal with us anonymously or using a pseudonym where it is lawful and practicable to do so. In general, NRM North will not be able to deal with you anonymously or where you are using a pseudonym when:

- it is impracticable to do so; or
- we are required or authorised by law to deal with you personally.

4. Unique Identifiers

NRM North do not assign unique identifiers to individuals unless it is necessary for us to carry out our functions efficiently or required by law. We do not adopt as our unique identifiers the unique identifiers from other organisations. We may collect the unique identifiers assigned to an individual by another organisation, such as real property identification numbers but we will not disclose these without lawful authority.

5. When will NRM North notify you that we have received your information?

When NRM North receives personal information from you directly, we will take reasonable steps to notify you how and why we collected your information, who we may disclose it to and outline how you can access it, seek correction of it or make a complaint.

Sometimes NRM North may collect your personal information from third parties such as our stakeholders, landholders and community groups. You may not be aware that we have done so. If we collect information that can be used to identify you, we will take reasonable steps to notify you of that collection. Otherwise, if the information does not identify you, it may be used by NRM North for any reasonable purpose.

6. What happens if NRM North receives unsolicited personal information?

If we receive information about you that we have not sought out, we will check whether that information is reasonably necessary for our functions or activities. If it is, we will handle this information in the same manner as information that we seek from you. If we are not permitted to collect this information, it will be destroyed or deidentified as soon as practicable, but only if it is lawful and reasonable to do so.

7. Why does NRM North collect certain information?

NRM North will collect information that we are legally required to do so.

NRM North will always try to collect personal information directly from you unless it is unreasonable or impracticable to do so.

8. What is the information used for?

The information that you provide to NRM North is used only for purposes that you would reasonably expect in providing you with our services. This may include the following activities:

- to identify you or verifying your authority to act on behalf of someone else;
- to establish and maintain your volunteer, sponsorship or friend of NRM North status;

- to process receipts from donations;
- to answer your enquiries;
- analysis of information for marketing purposes;
- to meet internal functions such as administration and accounting systems;
- information technology maintenance and development;
- to train staff;
- to investigate and resolve complaints relating to services provided by/or on behalf of NRM North;
- to comply with any legislative requirements;
- to keep you informed about relevant information relating to NRM North;
- for any purpose for which you have given your consent;

Further, we may disclose an individual's personal information to third parties. For example, there may be a need to disclose some or all personal information collected to:

- government funding bodies at Federal and State level including their public sector agencies for instance, when responding to requests from the Federal Government for some personal information (but not in any way which would identify the individual to whom it relates) via the National Landcare Programme reporting such as requests for specific property information;
- contractors engaged by NRM North to deliver or co-provide services related to our activities and programs or provide services to us;
- our agents;
- law enforcement agencies, courts; or
- other authorised organisations under relevant legislation.

Some personal information collected may be used in statistical analysis, state or national reporting, awareness programs, public statements or training, but not in any way which would identify the individual to whom it relates.

Where we support on ground or other activities such as the assessment, monitoring, management and/or protection of native plants, animals and vegetation communities

(including threatened species and communities) the location of these (as GPS coordinates) and any results from monitoring and assessment are provided to the Department of Primary Industries, Parks, Water and Environment (DPIPWE) for inclusion, for example, in the Natural Values Atlas which is available to the public.

Personal information in written submissions on policy matters or matters of public consultation may be disclosed in reports that are made public, unless the submission was submitted and/or accepted on a confidential basis.

9. How does NRM North store personal information?

NRM North stores your personal information in different ways, including paper and electronic format. We take the security of your personal information very seriously and take reasonable steps to protect it from misuse and loss, unauthorised access, modification or disclosure.

The methods we use to ensure this includes the implementation or existence of the following measures:

- Confidentiality agreements with agents and sub-contractors;
- Document storage security policies;
- Internal system access security policies including authenticated access of employees and contractors;
- Verification procedures to identify an individual before access is allowed to personal information; and
- The use of data encryption, firewalls and other security systems for our computer system.

Any correspondence received by NRM North, including via the post, fax or email, is retained and recorded. NRM North keeps these records in order to maintain the highest possible customer service levels and for any future enquiries. NRM North also retains any correspondence NRM North sends to you. We maintain policies and procedures for the retention of documents and data which governs the use of, and access to such material.

Your information is kept while we need it to provide the products and services that you have requested from us and where applicable, we are required to keep it to comply with statutory requirements. Where NRM North determines it is no longer necessary to hold your personal information we will securely destroy, delete or permanently de-identify that information, wherever possible. In general, information is retained for seven years from the date it was last used. In the interim period your information will be stored securely.

In the unlikely event that security of data is compromised, we will take reasonable steps to confirm any possible breach, and where it is reasonable to do so, notify you if access to your personal information has occurred in breach of those policies and procedures.

10. Can I access my personal information?

Yes, you are entitled to access your personal information unless there are certain legal reasons why we cannot.

Access is subject to some exceptions allowed by law. These include where:

- access would have an unreasonable impact on the privacy of others.
- the request is frivolous or vexatious.
- the information relates to a commercially sensitive decision making process.
- access would be unlawful.
- access would prejudice enforcement activities relating to criminal activities and other breaches of law, public revenue, a security or negotiations with you.
- access relates to existing or anticipated legal proceedings.
- denying access is required or authorised by or under law.

If we cannot provide your information in the way you have requested, we will advise you of the reasons in writing.

If you wish to access your information, please contact us. We will give you access to your information in the form that you want it where it is reasonable and practical to do so. In some cases we may be able to deal with your request over the phone if we are satisfied as to your identity. There may be a charge associated with retrieving your information depending on the complexity of your request. However, we will inform you of any fee payable at the time a request is made.

11. What if my information is incorrect?

NRM North will take reasonable steps to ensure that the information we collect, use or disclose is accurate, complete and up to date. Please contact us if you believe that your personal information is inaccurate, incomplete, irrelevant, misleading or out of date (our contact details are listed at the end of this policy). NRM North may also correct the information it holds about you if we become aware it is out of date or inaccurate.

If you ask NRM North to correct any information, we will assist you in the following ways:

- *We will help manage corrections:* Whether NRM North made the mistake or it was someone else, we are required to help you ask for the information to be corrected. We may be required to discuss this correction with other parties;
- *Where we correct information:* If NRM North is able to correct your information, we will let you know within five business days of deciding to do this. We will also advise any relevant third parties. We will advise you in writing if we are unable to do this;
- *Where we are unable to correct information:* If NRM North is unable to correct your information, we will let you know within five business days of making this decision. If you are dissatisfied with our decision you can refer your complaint to the Office of the Australian Information Commissioner. The contact details for same are listed at the end of this policy; and
- *Time frame for correcting information:* If NRM North agree to correct your information, we will do so with 30 days from when you requested the change, or a longer period that has been agreed by you.

If we cannot make the correction within a 30 day time frame or the agreed time frame, we must:

- let you know about the delay, the reasons for it and when NRM North expect to resolve the matter;
- ask you to agree in writing to give us more time; and
- let you know you can complain to the Office of the Australian Information Commissioner.

12. What information does NRM North disclose?

The information NRM North collects will be kept strictly confidential and secure at all times. Where your personal information is disclosed, it will be disclosed in a manner consistent with the APP's and disclosed in a manner that is consistent with the reason it was originally collected.

Your Personal information may also be disclosed at your request.

Information will be disclosed to third parties in the following circumstances:

- Where you would reasonably expect us to in order to provide the service in respect of which the information was originally collected;

- Where a third party has a confidentiality agreement with NRM North and it is required to perform a core business function on behalf of NRM North. For example, an agent transacting business for and on behalf of NRM North . Organisations that deliver services on behalf of, or to NRM North may require your personal information for accounting and auditing purposes, review and analysis or providing other services. Contractors with NRM North are required to adhere to this Policy when dealing with any personal information they receive from NRM North;
- For Operational Reasons. For maintaining, reviewing and developing our business systems, procedures and infrastructure including testing or upgrading our computer systems; and
- In Exceptional Circumstances. Disclosure of personal information may be deemed necessary in some exceptional circumstances such as when there are grounds to believe that the disclosure is necessary for law enforcement purposes or to protect public revenue.

13. Cross border disclosure

NRM North conducts its business operation within Australia. We may store your information in cloud or other types of networked or electronic storage. As electronic or networked storage can be accessed from various countries via an internet connection, it is not always practicable to know in which country your information may be held.

14. Our Web Site

NRM North recognises the importance of providing a secure environment when communicating with us via the Internet and appropriate measures have been put in place to protect your personal information online. For example, through the use of firewalls.

We may collect usage data from your computer when you visit our website through the use of tracking and or cookies. This collection is to enable us to maintain and improve our online service. Any information collected is not linked in any way to personal identification details. Visitors to our website can adjust their browser preferences to prevent the collection of data. However, if you adjust your browser preferences, there may be some features of our website that will not be available to you and/or some pages may not display properly.

15. How do I make a complaint?

NRM North will make every attempt to ensure that your privacy is not breached. However, if you believe that your privacy has been breached, you can contact us in any of the following ways and we will endeavor to resolve the issue with you amicably:

Address: Level 2, McKenzie Building
63-65 Cameron Street
(PO Box 1224)
Launceston TAS 7250

Telephone: (03) 6333 7777
Fax: (03) 6334 2822
Email: admin@nrmnorth.org.au

If you believe that we have not resolved the issue you may refer the matter to the Office of the Australian Information Commissioner or the Ombudsman Tasmania. Their contact details are:

The Office of the Australian Information Commissioner

Email: enquiries@oaic.gov.au
Post: GPO Box 5218, Sydney NSW 2001
Phone: 1300 363 992
Fax: 02 9284 9666
Web: <http://www.oaic.gov.au/>

Ombudsman Tasmania Office

Email: ombudsman@ombudsman.tas.gov.au
Post: NAB House, Level 6, 86 Collins Street, Hobart TAS 7000
Phone: 1800 001 170