

### 1. Policy Title

Privacy Policy

### 2. Preamble

Carclew is committed to respecting your personal information and your right to privacy. The *Privacy Amendment (Enhancing Privacy Protection) Act 2012 (Cth)* regulates the handling of an individual's personal information. This includes the collection, storage, use, disclosure, security and disposal of an individual's personal information

### 3. Definitions

**APP:** the Australian Privacy Principles, a single set of principles that apply to both Government agencies and the private sector. These principles replace the existing Information Privacy Principles (IPP) and the National Privacy Principles (NPP).

**Personal information:** information or an opinion about an identified individual, or an individual who is reasonably identifiable whether the information or opinion is true or not, or is recorded in a material form or not.

**Sensitive Information:** a sub-set of personal information that includes racial or ethnic origin, political opinions, religious beliefs or affiliations, philosophical beliefs, sexual preferences or practices, membership of a professional or trade association or union, criminal records or health and genetic information about an individual.

**Directly related purpose:** disclosing your information where necessary to provide you with the service that you have requested.

**Implied consent:** consent that is inferred from signs, actions, facts or by inaction or silence.

**Expressed consent:** clearly and unmistakably stated.

**Reasonable identifiable:** when information combined with other information (which may or may not be controlled by the same entity), identifies an individual or renders the individual as reasonably identifiable. The cost, difficulty, practicality and likelihood that the information will be linked in a way to identify the individual are to be considered when defining as reasonable identifiable.

### 4. Information Handling

This document outlines the procedures relating to the storage, use, requests, and feedback to the personal information held by Carclew. It assists in enhancing transparency and providing a clear understanding of what information Carclew holds and the way we handle it.

#### 4.1 Request to access, update, remove and store personal information

All requests will be considered on a case by case basis in accordance with Carclew's Privacy Policy, the South Australian *Public Sector Act 2009, Privacy Amendment (Enhancing Privacy Protection) Act 2012 (Cth)*, Australian Privacy Principles, *Freedom of Information Act 1991* and *State Records Act 1997*.

- All requests made under the *Freedom of Information Act 1991* must be made in writing to the Chief Executive at Carclew.
- All other requests in relation to personal information must be made in writing addressed to the Privacy Officer at Carclew. The Privacy Officer will delegate to the appropriate Program Manager, whom will ensure the request is completed in a timely manner; and all personal information is stored securely. Please refer to Carclew's Continuous Improvement Policy and Procedures for further information.

#### 4.2 Feedback / concerns

All feedback or concerns in relation to privacy and/or an individual's personal information is to be made in writing addressed to the Privacy Officer at Carclew.

Please refer to Carclew's Continuous Improvement Policy and Procedures for further information.

If an individual is unsatisfied with Carclew's response to their concern that we have interfered with their privacy, it can be reported to the Office of the Information Commissioner by telephone: 1300 363 992 or email: [enquiries@oaic.gov.au](mailto:enquiries@oaic.gov.au)

## **5. Legislation**

The South Australian *Public Sector Act 2009*

*Privacy Amendment (Enhancing Privacy Protection) Act 2012 (Cth)*

*State Records Act 1997*

*Freedom of Information Act 1991*

## **6. Additional Information**

The following information can be found on <http://www.oaic.gov.au> and are also available to download from the Carclew website.

- Australian Privacy Principles
- Privacy Regulations 2013
- State Records General Disposal Schedule No.15 (8<sup>th</sup> Edition)