

Privacy Policy

1. Background

Carclew is an agency of the South Australian Government and is required to comply with the *Department of the Premier and Cabinet Circular: PC012 – Information Privacy Principles (IPPs) Instruction*.

2. Purpose

This policy outlines the handling of privacy and the security of 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.

3. Scope

This policy applies to the personal information collected by Carclew. It includes the collection, storage, use, disclosure, security and disposal of an individual's personal information.

4. Definitions

IPPs	The South Australian Government Information Privacy Principles Instruction.
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, genetic or biometric 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 permission for something that is given specifically, either verbally or in writing.
Reasonably 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.

5. Policy Statement

Carclew respects your right to privacy and is committed to protecting your personal information.

Personal information is the information that you provide to Carclew about yourself from which your identity is either apparent or can be reasonably identified. For example, an individual's name, address and contact number. It may also include photographs or video footage.

Carclew will only collect personal information by lawful and fair means and will not collect unnecessarily or in an intrusive manner. Personal information will only be released in accordance with relevant legislation, policy or lawful and reasonable direction.

5.1 Collection of your personal information

Carclew will only collect the personal information that you provide for the purpose consistent with the reason why you supplied it, or a directly related purpose.

You may provide your basic information such as your name, phone number, address and email address to enable us to send information and provide updates. You may provide information to Carclew for a range of different reasons including:

- (a) general enquiry via email, telephone or facsimile;
- (b) contacting Carclew in person or in writing;
- (c) captured images or video footage for reporting and/or promotional purposes;
- (d) completing an electronic or written contact form such as a workshop registration or grant application form; or
- (e) visits to Carclew website pages for statistical purposes.

Individuals may interact with us anonymously or by pseudonym where it is lawful and practicable to do so.

5.1.1 Kind of information

Commonly, the kind of information Carclew collects includes an individual and or/participant's name, and contact details.

Occasionally photographs/sound or image recordings maybe captured for a specified purpose, such as reporting, continuous improvement and/or promotional purposes. Notice will be given before images/recordings are taken and will be used for the purpose they were taken or consent will be obtained prior to use.

On the occasions where Carclew intends to take photographs/recordings at a large event, we will consider giving notice to the people attending the function that photographs/recordings may be taken and used for a specified purpose. However, individuals are, at any time, able to request to have their image removed.

Prior consent will be obtained from a child's parent or legal guardian before any image, sound and/or video footage is taken of that child, and will only be used for the intended purpose.

5.2 Use of personal information

Carclew will only use your personal information for the purpose for which you provided it. However, we may use your personal information if permitted by law or with your expressed or implied consent.

Carclew may use your personal information to send you material directly or electronically. You might give consent by ticking a box on electronic form requesting information and/or marketing information or by an existing business relationship where you have previously provided your address and/or electronic address. However, at any time, the individual may request in writing to cease future communication.

Carclew may make contact with you in a variety of ways including, but not limited to, by email, telephone, SMS or mail.

5.3 Disclosure of personal information

The South Australian Government IPPs do not intend to prevent disclosure of personal information where it is in the public interest to do so. Specifically, it does not prevent the disclosure of information where there is a lawful reason, such as mandatory reporting obligations. *For further information please refer to Child Safe Environment Policy.*

Carclew will not share information with a third party or other Government agency without your permission unless it:

- is necessary to provide the service that was requested;
- is required to by Australian authorised law or Court Tribunal order;
- is required for enforcing law, protecting public revenue, or protecting the interest of the Government as an employer;
- will prevent or lessen a serious or imminent threat to an individual's health; or
- the individual has consented the use for other than one of the reasons above.

For further detail please refer to Department of the Premier and Cabinet PCO12: Information Privacy Principles Instruction.

In such a case that personal information is disclosed in accordance with the paragraph above, the details of disclosure will be recorded.

Carclew will not disclose (sell or share) your personal information to any overseas recipient.

5.4 Website security and privacy

Carclew ensures that all online communications are secure by using industry standard encryption software. All credit card details are passed through an approved encryption connection, and no details are stored on the Carclew website, internal electronic systems or in hard copy.

5.4.1 Social media

Carclew participates in social media sites such as facebook, Instagram, etc that have their own privacy policies. Carclew ensures that participants are aware of and have completed a Release Form prior to comments, images or work samples being published.

5.5 Access & correction to personal information

Carclew is committed to the collection of accurate information for clearly defined purposes; and will ensure that the information that is stored is accurate, up to date, relevant and complete. Individuals at any time may request in writing to Carclew to access, update, correct or remove personal information from our communications, in accordance with the *Freedom of Information Act 1991*.

In reference with State Records *General Disposal Schedule No.30*, personal information that is no longer required Carclew will destroy or un-identify; except where the personal information is contained in a commonwealth record, or the organisation is required under Australian law or a court/tribunal order to retain the information.

5.6 Information storage and security

Carclew will take reasonable steps to ensure that personal information in its possession, or under its control, is securely stored and not misused, interfered with or lost. Reasonable steps will also be taken to ensure that personal information is protected from unauthorised access, modification or disclosure.

5.7 Feedback and complaints

Queries, feedback or concerns about your privacy or personal information that Carclew holds, or the way it is handled, can be made in writing to the organisation. If you are unsatisfied with Carclew's response to your concerns that we have interfered with your privacy you may choose to contact the Privacy Committee of South Australia.

6. Responsibility for implementation

The Chief Executive will advise staff members of the amended policy and procedures upon endorsement by the Carclew Board. The policy will be available on the Carclew Server, listed on the Carclew Policy webpage and included in induction.

7. Legislation & Supporting Documents

<i>South Australian Modern Public Sector Enterprise Agreement: Salaried 2017</i>
<i>Department of the Premier and Cabinet Circular: PC012 – Information Privacy Principles (IPPs) Instruction</i>
<i>Freedom of Information Act 1991</i>
<i>State Records Act 1997</i>
<i>State Records General Disposal Schedule No.30</i>

Acknowledgment

In developing this policy Carclew has drawn on resources prepared by the Department of the Premier and Cabinet and State Records of South Australia.

Disclaimer

This policy does not represent legal advice. If you have any queries about your obligations, you should seek your own independent legal advice.