

Title	Privacy Policy	Version	5
Policy No.	P2020/06	Effective date	17/6/2020

1. OUR PRIVACY OBLIGATIONS

Forestry Corporation of NSW (FCNSW) is governed by the Australian Privacy Principles (APPs) under the *Privacy Act 1988* (Cth). The APPs govern the standards, rights and obligations on how personal information is handled by FCNSW.

'Personal information' means information or an opinion about an identified individual, or an individual who is reasonably identifiable. FCNSW Privacy Policy applies to personal information collected and/or held by FCNSW.

FCNSW only collect personal information for a lawful purpose which directly relates to our primary function as a NSW Government agency and for obtaining feedback about the effectiveness of our services. FCNSW will not collect any more information than is necessary for it to fulfil these functions.

FCNSW will not disclose your personal information to anyone without your consent unless legally required to do so.

Anyone engaged to collect, store or use personal information for FCNSW will be required to comply with the 13 Australian Privacy Principles of the Act as part of their terms of engagement.

2. THE TYPES OF PERSONAL INFORMATION WE COLLECT AND HOLD

We collect personal information about forest permit holders and applicants, forest neighbours and members of the public as part of our routine activities.

We also collect personal information about our staff, contractors, customers and suppliers and their employees, as well as the contact details of individuals who work for current, past and prospective contractors, customers, suppliers, and other types of professional associates and personal contacts.

How we collect personal information

Information that you specifically give us

We may ask you to provide us with certain types of personal information if you wish to obtain a particular service or product from us. This might happen over the telephone, through our website, by filling in a paper form, or meeting with us face-to-face. We will give you a Collection Notice at the time, to explain how we will use the personal information we are asking for. The notice may be written or verbal.

You might also provide your personal information to us, without us directly asking for it, for example if you engage with us on social media.

Information that we collect from others

If you apply for a job or contract with us, we will collect personal information about you from your referees and where necessary checks of academic history from education providers. Police checks may also be undertaken and for suspected suspicious activity on State forests vehicle checks from third parties may be undertaken. We may also check some details about our suppliers from publicly available sources, such as the Australian Business Register and ASIC databases.

The types of personal information we collect

The types of personal information we collect about our staff and stakeholders depending on the nature of the interaction and the purpose of collection. It may include:

- Name, address and contact details
- Date of birth
- Tax File Number
- Banking details and/or credit card details
- Drivers licence
- Car Registration number
- Insurance policies
- Medical Information used for Task Based Assessment (fire fighting)
- Sick Leave and Medical Examination Reports
- Pension number

Links to other sites

On our website, we may provide links to third party websites. These linked sites are not under our control, and we cannot accept responsibility for the conduct of companies linked to our website. Before providing your personal information via any other website, we advise you to examine the terms and conditions of using that website and its privacy policy.

3. HOW WE USE PERSONAL INFORMATION

We may use your personal information for the following purposes:

- to provide the service or product you have requested
- to provide technical or other support to you
- to answer your enquiry about our services, or to respond to a complaint
- to manage our employment or business relationship with you
- to promote our other programs, products or services which may be of interest to you (unless you have opted out from such communications)

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- to comply with legal and regulatory obligations
- if otherwise permitted or required by law, or
- for other purposes with your consent, unless you withdraw your consent.

We will keep personal information about you, to use for the above purposes, for the period required by the purpose for which it was collected or as required by law.

4. TRANSACTIONS USING CREDIT CARDS

FCNSW captures credit card details for payment of :

- Permits, such as firewood and fossicking, exploration (mining) and tourism activities / events
- Products such as logs, maps, seedling sales etc.
- GIPA requests
- Property searches

We understand you may have security concerns surrounding online financial transactions.

FCNSW uses encryption software to protect credit card information for online transactions. This means that all personal information, including name, address and credit card number, cannot be read as a transaction travels across the internet from your computer to FCNSW computers, or from our computers to a credit card providers' bank.

FCNSW does not store credit card details from the listed websites in its computer systems.

Where we collect credit card details on forms, such as permit applications, these are securely stored until the application has been approved or rejected. Once a decision has been made, and payment processed (where applicable) the forms are destroyed.

Where credit card details are provided by telephone, card details are destroyed after processing the transaction and issuing a receipt.

FCNSW meets the Payment Card Industry Data Security Standard (PCI DSS)

5. WHEN WE DISCLOSE PERSONAL INFORMATION

Our third-party service providers

The personal information of our staff and stakeholders may be held on our behalf outside Australia, including 'in the cloud', by our third-party service providers. Our third-party service providers are bound by contract to only use your personal information on our behalf, under our instructions.

Our third-party service providers are Microsoft Office 365, Finance One (accounts information for clients and suppliers), trybooking (activity bookings), MailChimp (names and email addresses of stakeholders who subscribe to eNewsletter, RiskWare, ADP Payroll.

Other disclosures and transfers

We may also disclose your personal information to third parties for the following purposes:

- if necessary to provide the service or product you have requested
- if otherwise permitted or required by law; or

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- for other purposes with your consent.

6. ACCESSING OR CORRECTING YOUR PERSONAL INFORMATION

You have the right to request access to the personal information FCNSW holds about you. Unless an exception applies, we must allow you to see the personal information we hold about you, within 30 days, and for no charge.

You also have the right to request the correction of the personal information we hold about you. We will take reasonable steps to make appropriate corrections to personal information so that it is accurate, complete and up-to-date. Unless an exception applies, we must update, correct, amend or delete the personal information we hold about you within 30 days. We do not charge for making corrections.

To seek access to, or correction of, your personal information, please contact our Privacy Officer.

7. EXERCISING YOUR OTHER RIGHTS

You have a number of other rights in relation to the personal data FCNSW holds about you. You have the right to:

- opt-out of processing for research / statistical purposes, or processing on the grounds of 'public interest' or 'legitimate interest'
- erasure
- data portability, and
- temporary restriction of processing.

To seek to exercise any of those rights, please contact our Privacy Officer.

8. TO CONTACT OUR PRIVACY OFFICER

If you have an enquiry or a complaint about the way we handle your personal information, or to seek to exercise your privacy rights in relation to the personal information we hold about you, you may contact our Privacy Officer as follows:

Our Privacy Officer is:

Ann Denlow
Secretariat & Executive Support Coordinator

Telephone: 02 9872 0111
Email: privacy@fcnsw.com.au
Mail: PO Box 100, Beecroft NSW 2119

While we endeavour to resolve complaints quickly and informally, if you wish to proceed to a formal privacy complaint, we request that you make your complaint in writing to our Privacy Officer, by mail or email as above. We will acknowledge your formal complaint within 10 working days.

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If we do not resolve your privacy complaint to your satisfaction, you may lodge a complaint with the Office of the Australian Information Commissioner (OAIC) by calling them on 1300 363 992, making a complaint online at www.oaic.gov.au, or writing to them at OAIC, GPO Box 5218, Sydney NSW 2001.

References

- Payment Card Industry Data Security Standard

Related

- Code of Conduct



A/Chief Executive Officer