



Geoscience Australia Privacy Policy

As an Australian Government entity, Geoscience Australia (we, our, us) is bound by the Australian Privacy Principles (APPs) in the *Privacy Act 1988* (Privacy Act), which regulates how entities collect, use, disclose and store personal information, including sensitive information, and how individuals may access and correct records containing their personal information.

Geoscience Australia respects the right to privacy under the Privacy Act and complies with Privacy Act requirements in relation to the collection and management of personal information.

This document is our privacy policy and it tells you how we collect, use, store and disclose your personal information and the way in which you can access and correct your personal information.

What personal information we collect

Geoscience Australia collects personal information that is reasonably necessary for, or directly related to, its functions and activities. We will only use and disclose your personal information for the purposes it was collected and in accordance with the Privacy Act.

When used in this privacy policy, the term "personal information" has the meaning given to it in the Privacy Act. In general terms, it is any information that can be used to identify you, whether or not the information is true. If the information we collect identifies you, or your identity can be reasonably ascertained from it, the information will be considered personal information.

The type of personal information we may collect includes, but is not limited to:

- name
- mailing and/or street address
- email address
- telephone contact number
- facsimile number
- age and/or birth date
- profession, occupation and/or job title
- sensitive information as defined by the Privacy Act (such as information about ethnicity, political opinions, religious beliefs, sexual preference etc.)
- photographic images and/or pictorial representations
- the products and services you have purchased or which you have enquired about, together with any additional information necessary to deliver those products and services and to respond to your enquiries
- cookie and clickstream data (only limited personal information may be collected via cookies and clickstream data. Individuals who do not wish to receive cookies may disable this function on their web browser)
- any additional information relating to you that you provide to us directly through our websites or indirectly through use of our websites, through our representatives or otherwise
- information you provide to us through our service centre, customer surveys or visits by our representatives from time to time.



Business information provided to us will not ordinarily fall within the definition of personal information under the Privacy Act but it may do so when the business information relates to sole traders and partnerships. Business information may also contain some personal information.

We understand that from time to time you may not want to provide this information to us; you may withhold providing your personal information. However, doing so may mean that we are not able to provide you with the products and services you require, or a high level of service. In circumstances where it will be impracticable for us to deal with you anonymously or through the use of a pseudonym, we will ordinarily request you to identify yourself to enable us to appropriately action your request and carry out our functions and activities.

How we collect your personal information

When collecting personal information, we may collect it in ways including, but not limited to:

- directly from you, through your access and use of our website and web based channels, including via clickstream data and cookies
- during conversations with our representatives via telephone and in person
- through written correspondence with you, including correspondence via email
- when you complete an application or form.

From time to time, we may also collect personal information from third parties including, but not limited to:

- other government entities
- law enforcement agencies
- credit reporting agencies
- service providers to Geoscience Australia.

Geoscience Australia will only collect your personal information from a third party or a private source:

- if you consent
- if we are required or authorised to collect the information under an Australian law or a court/tribunal order, or
- if it is reasonable or practicable for us to collect information in this way.

In limited circumstances Geoscience Australia may receive personal information about third parties from individuals who contact us or supply us with personal information belonging to others in the documents they provide. This is referred to as 'unsolicited personal information'. In these circumstances we will consider whether Geoscience Australia could have collected the information had it solicited the information, and will handle it in accordance with the Privacy Act.

Why we collect, hold, use and disclose your personal information

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

We collect, hold, use and disclose your personal information to:

- identify you



- provide products and services to you and to send communications requested by you
- answer enquiries, and provide information or advice about existing and new products or services
- provide you with access to protected areas of our website
- assess the performance of the website and to improve the operation of the website
- conduct business processing functions
- update our records and keep your contact details up-to-date
- process and respond to any feedback made by you
- conduct planning, product or service development; program evaluation; quality control and research
- provide information to our contractors or service providers to enable them to provide our products and services to you
- comply with any Australian law; orders of courts or tribunals; any rule, regulation, lawful and binding determination, decision or direction of a regulator; or in cooperation with any governmental authority of any country (or political sub-division of a country).

To whom and why we may disclose your information

The third parties we may disclose your personal information to and the reasons for doing so include, but are not limited to:

- our employees, contractors or service providers for the purposes of operating our website or functions, fulfilling requests by you, and to otherwise provide information, products and services to you. Our contractors or service providers may include, without limitation:
 - web hosting providers
 - IT systems administrators
 - cloud computing services
 - mailing houses or couriers
 - payment processors
 - data entry service providers
 - electronic network administrators
 - debt collectors
 - professional advisors such as accountants, solicitors, business advisors and consultants.
- suppliers and other third parties with whom we have commercial relationships, for business, marketing, research and related purposes
- other Commonwealth, state or territory government departments and agencies where it is authorised by law or is established practice
- any organisation for any authorised purpose with your express consent.

We may disclose personal information to third party suppliers and service providers located overseas for some of these purposes. We take reasonable steps to ensure that overseas recipients of your personal information do not breach the privacy obligations relating to your personal information. However, it may be subject to local legislation.

Your personal information will not be shared or disclosed other than as described in this privacy policy, without your consent.



Cloud Computing

Geoscience Australia complies with its cloud computing obligations in accordance with the guidelines issued by the Attorney-General. For further information, please refer to <http://www.protectivesecurity.gov.au/informationsecurity/Documents/AustralianGovernmentInformationSecurityManagementGuidelines.pdf>

Security

Once Geoscience Australia receives information from you, the information is maintained in a secure environment. Your personal information will not be released unless the law permits it or your permission is granted.

We take reasonable steps to ensure your personal information is protected from misuse and loss and from unauthorised access, modification or disclosure. We may hold your information in either electronic or hard copy form. Personal information is destroyed or de-identified when no longer needed in accordance with the requirements of the *Archives Act 1983*.

However, as our website is linked to the Internet, we cannot provide assurance regarding the security of transmission of information you communicate to us. We also cannot guarantee that the information you supply will not be intercepted while being transmitted over the Internet. Any personal information or other information which you send to us is transmitted at your own risk.

Our website may contain links to other websites operated by third parties. We make no representations or warranties in relation to the privacy practices of any third party website and we are not responsible for the privacy policies or the content of any third party website. Third party websites are responsible for informing you about their own privacy practices. We encourage you to examine each website's privacy policy.

If you have concern in this regard, we have other ways of obtaining and providing information (e.g. mail, telephone and facsimile facilities are available).

How you can access and correct your personal information

You may request access to any personal information we hold about you at any time by contacting us, using the contact information below. Where we hold information that you are entitled to access, we will provide you with suitable means of accessing it (e.g. by mailing or emailing it to you). We will not charge you for providing the information to you, or for the costs of making any corrections to your personal information.

If you believe that personal information we hold about you is incorrect, incomplete or inaccurate, then you may request to have it amended. We will consider whether the information requires amendment. In the unlikely event that we do not agree that there are grounds for amendment, we will give you written notice of the reasons for the refusal within 30 days of receipt of your request, together with information about mechanisms available to seek review if you do not agree with our decision.



There may be instances where we cannot grant you access to the personal information we hold. For example, we may need to refuse access if required or authorised to refuse access under Commonwealth legislation. If that happens, we will give you written notice of the reasons for the refusal within 30 days of receipt of your request, together with information about how you can complain about our refusal if you wish to do so.

How to contact us about a possible breach of privacy

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

When we receive a complaint, we will conduct internal enquiries into the possible breach. We will deal with your complaint as quickly as possible and will keep you informed of its progress. Once we have completed our internal enquiries, you will be advised of the outcome in writing.

If you are not happy with the response provided by us, you can make a complaint to the Office of the Australian Information Commissioner (OAIC). Information on how to make a complaint can be found on the OAIC website.

Contacting us

If you have any questions about this privacy policy, any concerns or a complaint regarding the treatment of your privacy or a possible breach of your privacy, please use the Contact link on our website or contact our Privacy Officer via the details set out below.

Requests and complaints will be treated confidentially. Our representative will contact you within a reasonable time after receipt of your complaint to discuss your concerns and outline options regarding how they may be resolved. We will aim to ensure that your complaint is resolved in a timely and appropriate manner. Please contact our Privacy Officer at:

Privacy Officer
Geoscience Australia
Cnr Jerrabomberra Ave and Hindmarsh Drive
Symonston ACT 2609

GPO Box 378
Canberra ACT 2601

General Enquiries: 1800 800 173
Facsimile: 02 6249 9999
Email: clientservices@ga.gov.au

Changes to our privacy policy

We may change this privacy policy from time to time. Any updated versions of this privacy policy will be posted on our website.

This privacy policy was last updated on 7 July 2017.



Australian Government

Geoscience Australia

Managing Personal Information Policy

TRIM Reference	D2016-83227
Document Version Number	1.0
Policy Owner	General Manager, Corporate Services
Approved by	Chief Executive Officer
Superseded Policies	None
Date Effective	13 April 2017
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1. Introduction

1.1. Purpose

This policy sets out how Geoscience Australia will manage the collection, use, disclosure, integrity and security of personal information. It will support Geoscience Australia's compliance with the relevant privacy legislation and government policies.

1.2. Scope

This policy applies to all Geoscience Australia officials, contractors, associates, volunteers and students on placement.

This policy applies to all personal information held by Geoscience Australia.

2. Principles

- 2.1 Geoscience Australia will collect, use, disclose and maintain personal information in accordance with the relevant legislation.

3. Policies

3.1. Privacy policy

Geoscience Australia will maintain a Privacy Policy that is clearly expressed, up to date, and freely and publicly accessible.

3.2. Collecting personal information

Geoscience Australia will only collect personal information it reasonably needs and is allowed to collect.

3.3. Using or disclosing personal information

Geoscience Australia will only use or disclose personal information for the purposes collected or allowed.

Geoscience Australia will provide individuals access to their personal information.

Geoscience Australia will take reasonable steps to protect personal information it discloses to an overseas third party.

3.4. Integrity and security of personal information

Geoscience Australia will take reasonable steps to keep personal information accurate, up to date, complete and secure.

4. Supporting Information

This section is informative

Related Policies

Geoscience Australia Privacy Policy	<ul style="list-style-type: none"> Information for the public about how Geoscience Australia manages personal information it collects, how individuals may access and correct such information, and how individuals may complain about a breach of the Australian Privacy Principles (APPs).
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Definitions

Personal information	<p>Information or an opinion about an identified individual, or an individual who is reasonably identifiable:</p> <ul style="list-style-type: none"> whether the information or opinion is true or not; and whether the information or opinion is recorded in a material form or not.
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External Mandates

Officials should be aware that compliance with this policy does not necessarily guarantee compliance with all external mandates, laws and policies. Officials should satisfy themselves of their compliance with all relevant laws and policies, including those listed below. In the event of conflict, legislation and binding whole of government directions take precedence.

Source	Nature of risk to be managed
Legislative mandates	
<i>Privacy Act 1988</i>	The protection of the privacy of individuals and proper use of personal information
External policy mandates	
APPs Office of the Australian Information Commissioner	The protection of the privacy of individuals and proper use of personal information



Australian Government

Geoscience Australia

Managing Personal Information Procedures

TRIM Reference	D2016-83229
Document Version Number	1.0
Policy Owner	General Manager, Corporate Services
Approved by	General Manager, Corporate Services
Responsible Official	Director, Governance and Business Services
Superseded Procedures	None
Date Effective	13 April 2017
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1. Introduction

1.1. Purpose

These procedures define how the *Managing Personal Information Policy* (the Policy) will be implemented in practice. These procedures may be updated periodically and officials should check regularly for updated versions.

These procedures will support Geoscience Australia's compliance with the *Privacy Act 1988* and the Australian Privacy Principles (APPs) in terms of how it collects, uses, discloses, maintains and secures personal information, and responds to complaints or enquiries from individuals about the management of their personal information.

2. Procedures

2.1. Privacy Policy

Aim: To ensure individuals understand how Geoscience Australia collects, uses, disclosures, maintains and secures their personal information and how they can make a query or complaint about the management of their personal information.

Policy:

Privacy Policy

Geoscience Australia will maintain a Privacy Policy that is clearly expressed, up to date, and freely and publicly accessible.

Procedures:

- 2.1.1 ***Maintaining the Geoscience Australia Privacy Policy (Privacy Policy):*** The Privacy Contact Officer must ensure the Privacy Policy is reviewed according to its schedule, and when material changes are made to the *Privacy Act 1988* or APPs.
- 2.1.2 ***Availability of the Geoscience Australia Privacy Policy:*** The Privacy Contact Officer must ensure the latest version of the Privacy Policy is freely accessible to the public as a webpage, PDF and Word document on Geoscience Australia's website.

2.2. Collecting personal information

Aim: To ensure Geoscience Australia only collects personal information it reasonably needs and is allowed.

Policy:

Collecting personal information

Geoscience Australia will only collect personal information it reasonably needs and is allowed to collect.

Procedures:

- 2.2.1 **Anonymity and pseudonymity:** When dealing with an individual for a particular matter, the official must allow the individual to maintain anonymity or use a pseudonym, unless:
- it is impracticable for Geoscience Australia to deal with them in this way, such to deliver goods or enter administrative arrangements
OR
 - Geoscience Australia is required or authorised by or under an Australian law, or a court/tribunal order, to deal with individuals who have identified themselves.
- 2.2.2 **Methods for collecting personal information:** The official must only collect personal information:
- when reasonably necessary for, or directly related to, a Geoscience Australia function or activity the official is collecting it for and
 - with the consent of the individual (either explicit or implied), unless:
 - required or authorised by or under an Australian law, or a court/tribunal order or
 - it is unreasonable or impracticable to do so.
- 2.2.3 **Methods for collecting sensitive information:** The official must only collect sensitive information:
- when reasonably necessary for, or directly related to, a Geoscience Australia function or activity the official is collecting it for and
 - with the consent of the individual
OR
 - when Geoscience Australia is required or authorised by or under an Australian law, or a court/tribunal order
OR
 - when a permitted general situation exists in relation to the collection of the information.
- 2.2.4 **Unsolicited information:** If the official receives unsolicited personal information they must, within a reasonable period after receiving the information, determine whether or not they could have solicited collection of the information as per 2.2.2 or 2.2.3. The official may use or disclose the personal information if necessary for making the determination:
- if they could not have solicited collection of the information, destroy or de-identify the information as soon as practicable, if lawful and reasonable to do so
 - if they could have solicited collection of the information, manage the personal information as if it was collected by solicitation.

2.2.5 **Notification:** Before, at, or as soon as practicable after the collection of personal information, the official must notify the individual or otherwise make them aware of:

- a. Geoscience Australia's identity and contact details
- b. the fact that Geoscience Australia collected the information, if the person may not have been aware that it was collected
- c. the reason/s why the personal information was collected, such as
 - i. the function or activity of Geoscience Australia or
 - ii. the Australian law or court/tribunal order requiring or authorising the collection
- d. the main consequences (if any) for the individual if Geoscience Australia does not collect all or some of the personal information
- e. the Geoscience Australia Privacy Policy, which includes information about accessing and/or correcting their personal information, and the query and complaints process
- f. any other party Geoscience Australia usually discloses that kind of information to
- g. whether Geoscience Australia is likely to disclose the personal information to overseas recipients, and if so, the countries in which the recipients are likely to be located.

2.3. Using or disclosing personal information

Aim: To ensure Geoscience Australia only uses or discloses personal information in allowable ways.

Policy:

Using or disclosing personal information

Geoscience Australia will only use or disclose personal information for the purposes collected or allowed.

Geoscience Australia will provide individuals access to their personal information.

Geoscience Australia will take reasonable steps to protect personal information it discloses to an overseas third party.

Procedures:

2.3.1 **Using personal information:** The official may only use or disclose personal information for the purpose/s it was collected.

2.3.2 **Disclosing personal information** The official must not use or disclose personal information for any purpose other than for which it was collected, unless:

- a. the individual has consented to the information being used or disclosed for the secondary purpose
OR
- b. the individual would reasonably expect the information to be used or disclosed for the secondary purpose and the secondary purpose is related to the primary purpose (e.g. monitoring, evaluating or managing a program or service)
OR
- c. the use or disclosure is in relation to a permitted general situation
OR

- d. the use or disclosure is required or authorised by or under an Australian law, or a court/tribunal order

OR

- e. the use or disclosure is necessary for one or more enforcement related activities conducted by, or on behalf of, an enforcement body. If it is used for enforcement related activities, the official must make a written note of its use.

2.3.3 **Misuse of personal information:** If the official misuses or discloses personal information without permission (such as using personal information for personal reasons or to discriminate):

- a. Geoscience Australia may be subject to civil penalties
- b. the official may be in breach of the APS Code of Conduct.

2.3.4 **Providing individuals access to their information:** Upon request, the official must make available to an individual the personal information Geoscience Australia holds about them:

- a. only when the individual is able to confirm their identity, to a level reasonable for the nature of the information requested
- b. as soon as practicable, but not more than 30 days after the request is made
- c. without charge
- d. in an appropriate and accessible format, preferably in writing
- e. subject to security and legal restrictions, including the *Freedom of Information Act 1982 (Cwth)*.

2.3.5 **Refusal to give access to information:** If the official is required or authorised to refuse access to the requested information by or under the *Freedom of Information Act 1982* or any other law, or unable to provide access in the manner requested, they must give the individual written notice that sets out:

- a. the reasons for the refusal, if it is reasonable in the circumstances to do so
- b. that the individual may lodge a complaint with the Privacy Contact Officer.

2.3.6 **Disclosing information about deceased persons:** The personal information of a deceased person is, generally, no longer protected by the *Privacy Act 1988*. However, it may still be subject to the *Privacy Act 1988* and APPs if the information includes information about another living individual.

- a. when disclosing information about a deceased person the official must do so on a need-to-know basis and in a sensitive, reasonable manner.

2.3.7 **Cross-border disclosure:** The official may only disclose personal information to a third party (the recipient) outside Australia or an external Territory when;

- a. they have taken reasonable steps to ensure the recipient does not breach the APPs in relation to that information

OR

- b. they reasonably believe that the recipient is subject to a law, or binding scheme, that has the effect of protecting the information in a way that, overall, is at least substantially similar to the way in which the APPs protect the information and

- c. ensure there are mechanisms that the individual can access to take action to enforce that protection of the law or binding scheme

OR

- d. the individual is informed that the recipient may not comply with the APPs and explicitly consents to disclosing the information

OR

- e. the disclosure of the information is required or authorised by or under an Australian law or a court/tribunal order
OR
- f. the disclosure is in relation to a permitted general situation
OR
- g. the disclosure is required or authorised by an international information sharing agreement to which Australia is a party.

2.4. Integrity and security of personal information

Aim: To ensure Geoscience Australia properly maintains and secures personal information it holds.

Policy:

Integrity and security of personal information

Geoscience Australia will take reasonable steps to keep personal information accurate, up to date, complete and secure.

Procedures:

- 2.4.1 **Register of personal information:** The official must register the metadata of the personal information collected in the Personal Information Metadata Register, including:
 - a. the purpose for collection, including the activity/function the information relates to
 - b. the general type of information held (e.g. name, contact details, medical information), but not the actual information itself
 - c. how consent from the individual was derived (i.e. explicit notice, general notice)
 - d. whether a legal mandate exists for collection, use or disclosure
 - e. disclosure permissions, if any
 - f. a date when the information may no longer be required, if any
 - g. access restrictions within Geoscience Australia.
- 2.4.2 **Maintaining personal information:** The official must correct or update personal information when requested by the individual, and take steps that are reasonable in the circumstances to notify of the correction any third party to whom Geoscience Australia previously disclosed the information.
- 2.4.3 **Protecting personal information:** The official must protect personal information from misuse, interference, loss, unauthorised access, modification or disclosure by:
 - a. holding personal information, both electronic and hardcopy, in the appropriate storage
 - b. marking **sensitive personal information** with a dissemination limiting marker (DLM) of 'Sensitive: Personal'
 - c. placing appropriate system access controls on the information, such as through the electronic document and records management system or human resources information management system.
- 2.4.4 **Complaints:** Direct any complaints about the management of personal information to the Privacy Contact Officer (Director, Governance and Business Services). The Privacy Policy directs individuals

outside Geoscience Australia to contact Client Services in the first instance with queries and complaints.

2.4.5 ***Information no longer needed:*** The official must destroy or de-identify personal information, in a manner reasonable in the circumstances, when:

- a. Geoscience Australia no longer needs the information for any purpose for which it is used or disclosed
- b. the information is not contained in a Commonwealth record
- c. the information is not required by or under an Australian law, or a court/tribunal order, to retain the information.

3. Supporting Information

Roles and Responsibilities

Officials	<ul style="list-style-type: none"> • Only collect, use and disclose personal information in ways allowed. • Notify individuals when collecting their personal information. • Provide individuals access to their personal information, upon request. • Maintain and secure personal information. • Direct complaints about the management of personal information to the Privacy Contact Officer (Director of Governance and Business Services).
Client Services helpdesk	<ul style="list-style-type: none"> • Forward complaints or enquiries about the management of personal information to the Privacy Contact Officer.
Privacy Contact Officer (Director, Governance and Business Services)	<ul style="list-style-type: none"> • Develop and maintain the Managing Personal Information Procedures. • Handle, or supervise the handling, of privacy complaints and enquiries.

Related Procedures

None

Related Policies

Geoscience Australia Privacy Policy	<ul style="list-style-type: none"> • Information for individuals outside Geoscience Australia about how Geoscience Australia collects, uses and discloses their information, and how they may make corrections, queries or complaints.
Managing Personal information Policy	<ul style="list-style-type: none"> • Sets out the requirements for Geoscience Australia officials in managing personal information.

Definitions

Permitted general situation	<p>Seven exceptional situations that allow the collection, use and/or disclosure of personal information. They are:</p> <ul style="list-style-type: none"> • lessening or preventing a serious threat to the life, health or safety of any individual, or to public health or safety • taking appropriate action in relation to suspected unlawful activity or serious misconduct • locating a person reported as missing • asserting a legal or equitable claim • conducting an alternative dispute resolution process • performing diplomatic or consular functions • conducting specified Defence Force activities (only applicable to the Defence Force). <p>For more information, see <i>APP Guidelines Chapter C: Permitted general situations</i>.</p>
Personal information	<p>Information or an opinion about an identified individual, or an individual who is reasonably identifiable:</p> <ul style="list-style-type: none"> • whether the information or opinion is true or not • whether the information or opinion is recorded in a material form or not.
Sensitive information	<p>A subset of personal information, defined as:</p> <ul style="list-style-type: none"> • information or an opinion (that is also personal information) about an individual's: <ul style="list-style-type: none"> ○ racial or ethnic origin ○ political opinions ○ membership of a political association ○ religious beliefs or affiliations ○ philosophical beliefs ○ membership of a professional or trade association ○ membership of a trade union ○ sexual orientation or practices, or ○ criminal record • health information about an individual • genetic information (that is not otherwise health information) • biometric information that is to be used for the purpose of automated biometric verification or biometric identification • biometric templates.
Unsolicited personal information	<p>Personal information that Geoscience Australia receives but has taken no active steps to collect.</p>

External Mandates

Staff should be aware that compliance with these procedures does not necessarily guarantee compliance with all external mandates, laws and policies. Staff should satisfy themselves of their compliance with all relevant laws and policies, including those listed below. In the event of conflict, legislation and binding whole of government directions take precedence.

Source	Nature of risk to be managed
Legislative mandates	
<i>Privacy Act 1988</i>	The protection of the privacy of individuals and proper use of personal information
External policy mandates	
APPs Office of the Australian Information Commissioner	The protection of the privacy of individuals and proper use of personal information