

## INTRODUCTION

Woolshed Thurgoona Landcare Group is committed to protecting the privacy of personal information which it collects, holds and access, collection, disclosure or release of personal information by verbal, administers by preventing wrongful written or electronic means.

## PURPOSE

The policy is designed to ensure that Woolshed Thurgoona Landcare Group staff, members and volunteers comply with and observe the statutory requirements of the *Privacy Act 1988*.

## POLICY

All staff, committee members, members and volunteers of Woolshed Thurgoona Landcare Group shall be aware and observant of the 13 National Privacy Principles, outlined in the *Privacy Act 1988*:

1. *Open and Transparent management of person information*
  - Personal information must be managed in an open and transparent way. This includes having a clearly expressed and up to date privacy policy
2. *Anonymity and pseudonymity*
  - Individuals have the option of not identifying themselves or of using a pseudonym. Limited exceptions apply.
3. *Collection of solicited personal information*
  - Outlines when an organisation can collect personal information that is solicited. It applies higher standards to the collection of sensitive information
4. *Dealing with unsolicited personal information*
  - Outlines how an organisation must deal with unsolicited personal information
5. *Notification of the collection of personal information*
  - Outlines when and in what circumstances an organisation that collect personal information must tell and individual about certain matters.
6. *Use or disclosure of personal information*
  - Outlines the circumstances in which an organisation may use or disclose personal information that it holds.
7. *Direct marketing*
  - An organisation may only use or disclose personal information for direct marketing purposes if certain conditions are met.

8. *Cross-border disclosure or personal information*
  - Outlines steps an organisation must take to protect personal information before it is disclosed overseas.
9. *Adoption, use or disclosure of government related identifiers*
  - Outlines the limited circumstances when an organisation may adopt a government related identifier or an individual as its own identifier, or use or disclose a government related identifier or an individual.
10. *Quality of personal information*
  - An organisation must take reasonable steps to ensure the personal information it collects is accurate, up to date and complete. It must also take steps to ensure the personal information it uses or discloses is accurate, up to date, complete and relevant, having regard to the purpose of the use or disclosure.
11. *Security of personal information*
  - An organisation must take reasonable steps to protect personal information it holds from misuse, interference, loss, and from unauthorised access, modification or disclosure.  
An organisation has obligations to destroy or de-identify personal information in certain circumstances.
12. *Access to personal information*
  - Outlines an organisation's obligations when an individual request to be given access to personal information held about them by the organisation. This includes a requirement to provide access unless a specific exception applies.
13. *Correction of personal information*
  - Outlines an organisation's obligations in relation to correcting the personal information it holds about individuals.

## PROCEDURES

Woolshed Thurgoona Landcare will:

1. **Open and Transparent management of personal information**
  - Ensure stakeholders are aware of this policy and make this information freely available.
  - Take reasonable steps to implement practices, procedures and systems that will ensure it complies with all Australian Privacy Principles and deal with related enquiries and complaints.
2. **Anonymity and pseudonymity**
  - Where it is lawful and practicable, individuals have the option of not identifying themselves when entering into transactions with Woolshed Thurgoona Landcare Group
3. **Collection of solicited personal information**

- Only collect information that is necessary for the performance and primary function of Woolshed Thurgoona Landcare Group. Where practicable, collection of personal information will only occur from interaction with that individual
  - Notify stakeholders about why we collect information and how it is administered.
  - Only collect sensitive information where the above conditions are met and individual concerned consents to the collection.
- 4. Dealing with unsolicited personal information**
- We will destroy or de-identify the information as soon as practicable if it is lawful and reasonable to do so.
- 5. Notification of the collection of personal information**
- Personal information will be collected in a way that is lawful, fair and transparent, and it must be necessary for Woolshed Thurgoona Landcare's functions and activities
- 6. Use or disclosure of personal information**
- We will only use or disclose information for the primary purpose for which it was collected or a directly related secondary purpose.
  - For other uses, we will obtain consent from the affected party.
- 7. Direct marketing**
- Personal information will not be disclosed for direct marketing purposes.
- 8. Cross-border disclosure or personal information**
- We will not disclose personal information to an overseas recipient.
- 9. Adoption, use or disclosure of government related identifiers**
- We will not adopt as our own identifier, the identifier of the other agencies or service providers e.g. Centrelink identification number.
- 10. Quality of personal information**
- We will take reasonable steps to ensure the information we collect is accurate, complete, up-to-date and relevant to the functions we perform.
- 11. Security of personal information**
- We will safeguard the information we collect against misuse, interference, loss, unauthorised access and modification or disclosure.
- 12. Access to personal information**
- We will ensure individuals are granted access upon request to any personal information held about them.
- 13. Correction of personal information**
- We will ensure individuals have a right to seek access to information about them and to correct it, if it is inaccurate,

incomplete, misleading or not up-to-date. Contact can be made with [secretary@wtlandcare.org](mailto:secretary@wtlandcare.org) to facilitate these actions.

## **MAKING INFORMATION AVAILABLE TO THIRD PARTIES**

Woolshed Thurgoona Landcare Group:

- Can only release personal information about a person with that person's expressed permission. For personal information to be released, the person concerned must sign a Release Form
- Can only release information to a third person where it is requested by the person concerned
- May provide a third party with name and address labels only if the information is required in order to inform members of opportunities or events that are in line with our organisation's mission or vision. We will never provide the information in electronic format.

## **COMPLAINTS**

All complaints against Woolshed Thurgoona Landcare Group staff, employees, committee or volunteers in respect of privacy must be reviewed and investigated within 10 working days of the complaint being received. All responses to privacy requests and complaints shall be reviewed by the committee.

## **RESPONSIBILITIES**

It shall be the responsibility of the Committee to ensure that all requirements of this Policy are complied with.

Woolshed Thurgoona Landcare Group's committee, staff and volunteers are responsible for the implementation of this policy.

This policy and procedure shall be reviewed annually by the Committee.

## **AUTHORISATION:**

This version was approved on: May 2026

This version takes effect on: May 2026

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