



Natural
Resources
Commission

PRIVACY POLICY

October 2021

Table of contents

1	Overview	1
2	Collection of personal information	1
2.1	Types of personal information collected	1
2.2	Methods used to collect personal information	2
3	Retention of personal information	2
4	Access to your personal information	2
5	Website	3
5.1	Information collected	3
5.2	Use of collected information	3
5.3	Privacy complaints	4
6	Document control	4

1 Overview

The Natural Resources Commission (the Commission) takes the privacy of our staff and the people of NSW seriously and will protect privacy with the use of this Privacy Policy as a reference and guidance tool.

In performing its functions, the Commission may collect, hold, use or disclose your personal information. This policy contains information about how the Commission manages your personal information.

The Commission meets its privacy obligations by complying with the following legislation which regulate the collection, use, disclosure and storage of personal information:

- *Privacy and Personal Information Protection Act 1998* (PPIP Act)
- *Health Records and Information Privacy Act 2002* (HRIP Act).

Personal information means information or an opinion about an individual whose identity is apparent or can reasonably be ascertained from the information or opinion (Section 4(1) of the PPIP Act).

The PPIP Act applies to information about individuals, not to information about entities such as businesses, firms or trusts. Detailed information on the PPIP Act can be found on the website of the NSW Information and Privacy Commission.

You should read this policy if you are:

- an individual whose personal information may be given to or is held by the Commission
- a contractor, consultant, supplier, vendor of goods or services to the Commission or someone who has provided a quote for goods or services
- a person seeking employment with the Commission
- a person who is or was employed by the Commission
- a person who has sent correspondence, including submission, to the Commission
- a person who has made a request for government information held by the Commission.

2 Collection of personal information

The Commission collects a broad range of personal information using a variety of methods. Such information is collected for a lawful purpose that is directly related to its functions, and collection of information is necessary for that purpose.

2.1 Types of personal information collected

The Commission collects personal information relating to:

- employment services and human resource management
- communications and stakeholder engagement, including when people subscribe to a mailing list so that the Commission can send information about its activities and publications
- the management of contracts
- correspondence from members of the public
- complaints made (including privacy complaints)
- requests made to the Commission under the GIPA Act.

The above range of information may include personal information, including:

- your name, address and contact details
- photographs
- information about personal circumstances, for example marital status, age and gender
- financial information, such as bank account
- information about your identity, for example date of birth, country of birth, birth certificate
- information about your background, for example educational qualifications, languages you speak
- information about your work history, for example places of work, remuneration
- government identifier, for example tax file number.

2.2 Methods used to collect personal information

The personal information is collected through a variety of methods, including:

- paper-based forms
- electronic forms (including online forms)
- face-to-face meetings
- communications (for example telephone, fax, email, letter)
- Commission website.

3 Retention of personal information

The Commission ensures that the personal information it holds is kept for no longer than is necessary for the purpose, is disposed of securely, and is protected by taking reasonable security safeguards.

The Commission holds personal information in paper-based files, electronic records, emails and databases. The Commission takes reasonable steps to maintain and update personal information in its possession or when the Commission is advised by individuals that their personal information has changed.

The Commission takes reasonable steps to ensure that all personal information it holds is protected against loss, unauthorised access, misuse, disclosure or modification. Personal information is stored, archived and disposed in accordance with the Commission policies, legislative requirements and guidelines in the *NSW State Records Act 1998*.

4 Access to your personal information

You have a right under the PPIP Act to access personal information we hold about you.

You also have a right under the PPIP Act to request correction to any personal information that the Commission holds about you if you think the information is inaccurate, out-of-date, incomplete or misleading.

Please contact the Commission, if you wish to query how your personal information is collected, retained, used or disclosed, or obtain access to or seek correction of your personal information.

5 Website

The Commission is committed to protecting the personal information that you provide.

As a general rule, the Commission does not collect personal information when you visit its [website](#). Any personal information provided to the Commission will not be disclosed or re-used for another purpose.

This statement applies to all the publicly accessible pages of the Commission website. The Commission does not have any responsibility for the privacy policies or practices of third-party sites linked to the Commission's [website](#).

5.1 Information collected

The Commission website uses cookies to collect information about visitor behaviour and website statistics. The Commission makes no attempt to associate cookies with user's name or identity.

The Commission website uses Google Analytics, a reporting service provided by Google that uses cookies to analyse user's navigation of website. When you visit the Commission website, the server automatically records the following information:

- your Internet Protocol address
- the date and time of your visit
- the address, host name and top-level domain name
- the type of browser and operating system
- the pages accessed and the documents you downloaded
- the previous address of the referring site
- the type of browser and operating system you used
- demographic information.

When you complete an online form on the Commission website to subscribe to a mailing list, your name and email address is automatically stored in the website's content management system.

5.2 Use of collected information

The information collected during each visit is used only for statistical analysis or systems administration purposes. This helps in identifying patterns of usage and improving the website. The Commission does not disclose or publish information that identifies individual machines, without consent or otherwise in accordance with the PPIP Act.

Your email address will only be recorded if you choose to send us a message or subscribe to an online mailing list. Your email address will only be used for the purpose for which you have provided it and will not be added to any other mailing list or used for any other purpose without your consent.

The Commission treats all submissions as public and makes them available on its website, unless a submission is clearly marked "confidential", or it contains material that is defamatory, offensive or in breach of any law. If you provide submission to the Commission in a personal capacity, your email address, postal address and telephone number will be removed before publishing the submission on the website.

5.3 Privacy complaints

If you believe that the Commission may have breached your privacy, or has not complied with a request for access or amendment, you can raise an informal complaint with:

Director Corporate Services
Natural Resources Commission
GPO Box 5341, Sydney NSW 2001
Phone: 02 9228 4844
Email: nrc@nrc.nsw.gov.au

If your complaint is not addressed to your satisfaction, you may make a formal complaint to the Privacy Commissioner (www.ipc.nsw.gov.au/about-us/contact-us).

6 Document control

Date approved	October 2021
Review period	Biannual
Next revision	October 2023
Responsible Officer	Director Corporate Services
Approving Officer	Commissioner
Changes made during the last revision	Updated information related to the legislation, edited text and adopted the Commission style