

Privacy Policy

INTRODUCTION

1. The Nature Conservation Council of NSW (NCC) respects and values all individuals and organisations seeking to contribute time, money or resources to our organisation. We understand that you may be interested in the privacy issues that surround the potential use of your personal details by us. This policy outlines how and when we will use your personal information and who to contact should you require further information.

2. Personal information is information which directly or indirectly identifies a person.

3. NCC follows the National Privacy Principles, the Privacy Act 1988, the Information Privacy Act 2000 (Commonwealth), the AntiSpam Act 2003 (Commonwealth), various State Legislation and other applicable laws and codes affecting your personal information. NCC staff are trained to respect your privacy in accordance with the standards required and NCC is committed to protecting your privacy.

PURPOSE

4. The purpose of this document is to provide and communicate the framework for the Nature Conservation Council in dealing with privacy considerations.

5. This privacy policy assumes that you are a resident in Australia.

COLLECTING YOUR INFORMATION

6. NCC collects information when a member, donor, volunteer, event attendee, petition signer or merchandise buyer provides us with their personal details or the details of an individual receiving a gift. We will ask for certain information; such as name, home address, email address, receipting information, and perhaps credit card details; in order to provide a service or information to you. If you send us a message, NCC will record your email address.

7. The Nature Conservation Council of NSW is bound by laws which impose specific obligations when it comes to handling information. The organisation has adopted the following principles contained as minimum standards in relation to handling personal information.

8. The Nature Conservation Council of NSW will:

- a. Collect only information which is required for its primary function;
- b. Ensure that stakeholders are informed as to why we collect the information and how we administer the information gathered;
- c. Use and disclose personal information only for our primary functions or a directly related purpose, or for another purpose with the person's consent;
- d. Store personal information securely, protecting it from unauthorised access; and
- e. Provide stakeholders with access to their own information, and the right to seek its correction.

Under 18s

9. If you are under 18, be sure to obtain your parent or guardian's permission before you provide any information about yourself (your name, address, email address, etc.) to us or anyone else.

Information automatically logged on our website

10. NCC may make a record of your visit to any of our websites and log any of the information that generates for the purposes of:

- a. Statistical and business purposes
- b. Providing you with relevant content (which may include loading previous information that you've provided to us)
- c. Managing and administering the products or services to be provided to you.
- d. The information which may be collected automatically may include date and time of visit, pages accessed, documents downloaded, and the type of browser used.

Cookies

11. NCC's website uses cookies (or browser cookies). A cookie is a small file placed on your computer or mobile storage. It may contain certain data, including, but not limited to: the name of the server that has placed it there, an identifier in the form of a unique number, and, an expiration date (some cookies only). Cookies are managed by the web browser on your computer (e.g. Firefox, Safari or Google Chrome). Different types of cookies which have different purposes are used on our website.

12. When you visit our website, we may send one or more cookies to your computer that uniquely identifies your browser and lets us help you log in faster and enhance your navigation through our website. A cookie does not collect personal information about you. A persistent cookie remains on your hard drive after you close your browser. Persistent cookies may be used by your browser on subsequent visits to the site. Persistent cookies can be removed by following your web browser's directions. A session cookie is temporary and disappears after you close your browser. You can set your web browser to refuse all cookies or to indicate when a cookie is being sent. However, some features of our website may not function properly if the ability to accept cookies is disabled.

Social media and web advertising

13. We may send a list of 'hashed' data to online social media platforms for the purpose of creating a group of people with similar characteristics, for the purpose of targeted advertising for our fundraising or

campaigning activities. For targeted advertising, we may also upload 'hashed' data into social media platforms to use as an exclusion list for our ad campaigns, this helps us target new people, rather than targeting people who have already engaged with us, in order to grow our movement.

14. Hashing' is a type of cryptographic security method which turns data into an unreadable randomised code to protect your privacy. Hashing cannot be reversed. Social media platforms do not receive your actual data but the hashed data and the hashed data that we share with social media platforms is deleted after a short period of time and not used for any other purpose.

15. We may use social media platform advertising tools to build audiences matching particular characteristics to serve our advertising campaigns. For example, we might target people who have shown an interest in koalas or wetlands. This targeting is based on pages and/or posts people have previously engaged with on the platform. These tools allow us to inspire new people to engage with our work, and help us spread awareness about the issues facing nature in NSW.

Information you share about third parties

16. If you provide personal information to us about a third party who is an individual, we ask that you inform the individual concerned of how we will use and disclose the information, and of his or her rights to gain access to and update it, as set out in this Privacy Policy.

Employee, job applicant and volunteer information

17. This Privacy Policy does not apply to NCC's treatment of an employee record, where the treatment is directly related to a current or former employment relationship between NCC and an employee.

18. In relation to personal information of job applicants, staff members and contractors, NCC's primary purpose of collection is to assess and (if successful) to engage the applicant, staff member or contractor, as the case may be.

19. Where NCC receives unsolicited job applications these will usually be dealt with in accordance with the unsolicited personal information requirements of the Privacy Act.

NCC also obtains personal information about volunteers who assist NCC in its functions and associated activities.

20. All information collected regarding employees, applicants and volunteers is treated in accordance with this policy and NCC's legal obligations.

INFORMATION COLLECTION AND PROTECTION

Collection of information

21. NCC will:

a. Only collect information that is necessary for the performance and primary function of NCC

- b. Collect personal information only by lawful and fair means and not in an unreasonably intrusive way.
- c. Notify stakeholders that this information is accessible to them.
- d. Collect personal information from the person themselves wherever possible.
- e. If collecting personal information from a third party, be able to advise the person whom the information concerns, from whom their personal information has been collected.
- f. Determine, where unsolicited information is received, whether the personal information could have collected it in the usual way, and then if it could have, it will be treated normally. (If it could not have been, it must be destroyed, and the person whose personal information has been destroyed will be notified about the receipt and destruction of their personal information).

22. When personal information is collected either in person or during your visit to one of our websites and subsequently held by NCC, every effort will be made to ensure that the information which NCC stores is secure. NCC will take all reasonable steps to protect it from misuse, loss and unauthorised access, modification or disclosure.

Some of the ways we do this are:

- a. By way of confidentiality requirements for our employees,
- b. Document storage security policies,
- c. Security measures for systems access, and
- d. Only allowing access to personal information where the person seeking access has satisfied the identification requirements for access.

Protection of information

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USE AND DISCLOSURE OF PERSONAL INFORMATION

24. The information NCC collects may be used by us for the purposes of processing donations, memberships, issuing receipts, providing you with a volunteer opportunity, or providing you with NCC correspondence (e.g., campaign and appeal letters). Our staff may contact NCC members, donors, volunteers, event attendees and/or merchandise buyers to offer them the opportunity to have closer involvement with campaign areas, regional activities and events or to be part of their campaign information networks.

25. Personal information provided may also be used by NCC to help us better plan for future work, run a more efficient and effective conservation organisation and provide better information and services to you. This may include research, surveys and statistical analysis.

Guidelines for disclosure of personal information

26. NCC will:

- a. Only use or disclose information for the primary purpose for which it was collected or a directly related secondary purpose.
- b. For other uses, NCC will obtain consent from the affected person.
- c. In relation to a secondary purpose, use or disclose the personal information only where:
- d. a secondary purpose is related to the primary purpose and the individual would reasonably have expected us to use it for purposes; or
- e. the person has consented; or
- f. certain other legal reasons exist, or disclosure is required to prevent serious and imminent threat to life, health or safety.

Direct marketing

27. Personal information which has been collected from a person, may be used for the purpose of direct marketing, where that person would reasonably expect it to be used for this purpose, and NCC has provided an opt out, and the opt out has not been taken up.

Information we may share with third parties

28. For direct marketing purposes, we may disclose your personal information to third party service providers who assist with direct mail/email appeals; or assist with fundraising activities via telemarketing; or undertake market analysis and advice on fundraising strategies on behalf of NCC.

29. From time-to-time NCC may allow like-minded organisations to contact you with information that may be of interest to you. In return, these organisations allow us to contact their supporters so that we can reach more people like you who are concerned about the environment. We will always give you the opportunity to indicate if you do not wish for us to share your personal information before we do this. Following is an example of the form this may take:

a. "The Nature Conservation Council really values our relationship with you. We recognise the importance of your privacy and the safeguarding of your personal information. We are careful with all your details and will use them to contact you about issues we believe will be important to you. If you do not wish to receive further communications from the Nature Conservation Council, please call us on 02 9516 1488 or tick this box."

b. "The Nature Conservation Council respects your privacy. Occasionally we may allow other like-minded organisations to contact you. These organisations allow us to do the same and this way we can reach more people with vital information. If you do not wish to receive further communications from the Nature Conservation Council, please call us on 02 9516 1488 or tick this box."

30. If you do take advantage of any offer from a third-party organisation, they may send further offers to

you directly.

Other disclosures

31. If NCC has sufficient reasons to believe that an unlawful activity has been, is being or may be engaged in, and the disclosure of personal information becomes a necessary part of its investigation of the matter or in reporting its concerns to relevant persons or authorities, the organisation may make such disclosures.

32. NCC may disclose your personal information as required by law to credit providers, credit reporting and fraud checking organisations, an authorised legal representative nominated by you, our accountants, auditors and lawyers, or law enforcement bodies, government or other organisations.

33. If you sign an online petition to appeal a decision maker, then that decision maker and their team might see your personal information, such as your name and postcode.

EXTERNAL DATA

Third party systems

34. NCC collects personal information that you've given to us via third party systems such as Facebook, Twitter, Do Gooder, Eventbrite, NationBuilder and others. We use third party systems to better reach our supporters. How we use the data collected is as stated on this policy. For more information about how these third parties use your personal information, refer to the policies of these organisations.

Online payments

35. NCC uses the third-party payment providers such as Stripe, PayPal and Ezidebit for online credit card transactions. NCC does not store any credit card details related to these financial transactions. Privacy in this instance is governed by the privacy policies of these organisations (stripe.com, paypal.com and www.ezidebit.com).

Linked websites

36. As a service to those accessing the NCC website, links are made from NCC's web pages to the websites of certain other organisations, including our member groups. Those sites are not covered by this policy. NCC disclaims any responsibility and/or liability in respect of information and its use on those sites. You will need to contact or review those websites directly to ascertain their privacy standard policies and procedures.

DATA STORAGE

37. NCC implements steps to ensure that personal information is protected from misuse and loss, unauthorised access, interference, unauthorised modification and disclosure.

38. NCC destroys or de-identifies personal information once it is not required for the purpose that it was collected.

OPTING OUT

Email cancellation

39. If you do not wish to belong to an NCC emailing list, you may unsubscribe automatically at any time, by following the unsubscribe instructions which are included towards the end of each email. If this option is not available, then send an email to the list owner or moderator asking to have your name removed. If this option is not available, you may email

ncc@nature.org.au.

Document cancellation

40. If you do not wish to receive any further information from us, please contact NCC by telephone (02) 9516 1488, or by emailing ncc@nature.org.au, specifying your name and address as it is written on your address label, or your email address for email correspondence.

41. Members, non-members and all supporters can opt out of one or all of our services at any time by contacting NCC by mail, email or phone. Please contact us if you would like your details updated or removed (excluding legal record-keeping) or if you do not want us to share your information with like-minded organisations

ACCESS TO INFORMATION

Openness

42. NCC will:

- a. Ensure stakeholders are aware of our Privacy Policy and its purposes.
- b. Make this information freely available in relevant publications and on the NCC website.
- c. On request by a person, NCC will take reasonable steps to let the person know, generally, what sort of personal information it holds, for what purposes, and how it collects, holds, uses and discloses that information.

Access

43. You have a right to request access to the personal information we hold about you.

40. We will comply with such a request, unless there is a legal reason not to. Members, donors, volunteers, supporters and individuals whose data is held by NCC may request access to their information by contacting the Operations team by phone on (02) 9516 1488, by e-mail at ncc@nature.org.au or by writing to:

Nature Conservation Council of NSW

PO Box K134

Haymarket NSW 1240

44. If you believe the personal information we have about you is incorrect or incomplete, please ask us to amend it.

Refusal of access to personal information

45. If NCC refuses to provide access to an individual's personal information or to correct personal information, NCC will provide to the individual its reasons for denial of access or a refusal to correct personal information.

46. NCC can withhold the access of an individual to their information if:

- a. Providing access would pose a serious and imminent threat to the life or health of any individual; or
- b. Providing access would have an unreasonable impact upon the privacy of other individuals; or
- c. The request for access is frivolous or vexatious; or
- d. The information relates to existing or anticipated legal proceedings between the organisation and the individual, and the information would not be accessible by the process of discovery in those proceedings; or
- e. Providing access would reveal the intentions of the organisation in relation to negotiations with the individual in such a way as to prejudice those negotiations; or
- f. Providing access would be unlawful; or
- g. Providing access would be likely to prejudice an investigation of possible unlawful activity; or
- h. An enforcement body performing a lawful security function asks NCC not to provide access to the information on the basis that providing access would be likely to cause damage to the security of Australia.

47. Where providing access would reveal evaluative information generated within the organisation in connection with a commercially sensitive decision-making process, NCC may give the individual an explanation for the commercially sensitive decision rather than direct access to the information.

48. If NCC decides not to provide the individual with access to the information on the basis of the above-mentioned reasons, NCC will consider whether the use of mutually agreed intermediaries would allow sufficient access to meet the needs of both parties.