



## Biodiversity Conservation Trust Privacy Statement

### Who does this Privacy Statement apply to?

This Privacy Statement sets out the BCT's policy in relation to our privacy obligations to you. It also explains how we manage the personal information that we collect about you. Our appropriate and responsible management of your personal information is an essential part of the way we do business and we understand the importance of protecting your personal information.

### What does this Privacy Statement cover?

This statement explains how we collect, handle, store and protect personal information when:

- we provide services to you
- you use "this website"
- we perform any other activities that form part of the operation of our business.

### What laws apply to us?

The NSW Government's privacy practices are regulated by the NSW [Privacy and Personal Information Protection Act 1998](#). This legislation establishes certain principles which determine how the BCT will collect, manage, store, process, use and disclose your personal information.

The BCT will only collect personal information for a lawful purpose which directly relates to our functions and for obtaining feedback about the effectiveness of our services. The BCT will not collect any more information than is necessary for it to fulfil these functions, nor will it disclose your personal information to anyone without your consent unless legally required to do so. We take our obligations under the Act and other applicable data protection laws seriously and we respect your right to determine how your information is used or disclosed. Therefore, in addition to this statement, we also:

- maintain an internal privacy management policy
- where appropriate, include terms in our agreements with our clients that describe how we handle personal information during the delivery of our professional services.

### What personal information do we collect?

#### **Information we collect when we provide services to the public**

As part of providing services to you, we may also collect personal information from other sources (such as directly from individuals themselves or information that is publicly available). The types of personal information we may collect or be provided with include, but are not limited to:

- contact details
- address
- date of birth

- gender
- financial records.

From time to time, we may also collect sensitive personal information (also called 'special category information'). For example, in conducting a 'fit and proper person test', we would look for civil and criminal proceedings under certain courts (e.g. the Land and Environment Court of NSW) and the associated legislation. Where we are provided with personal information by a landholder, we will take steps to ensure that they have complied with the relevant obligations under applicable data protection laws in relation to that information.

We may also collect personal information (such as contact details and account details) from suppliers, contractors, and third-party service providers that we engage to help us operate our business.

### **Information we collect when we perform any other activities that form part of the operation of our business**

We may collect personal information when performing other activities that form part of the operation of our business, but which do not directly form part of providing our services to the public. For example, we might collect personal information from members of the public as part of undertaking surveys, research on current issues or as part of projects or initiatives we are conducting with other organisations. The types of information that we collect may vary depending on the nature of the activity. However, we will take reasonable steps to provide clear information about the nature of those activities and the purpose for which we are collecting your information.

### **Information we collect via this website or when you attend events**

We may collect your personal contact details when you use our website or when you attend a BCT event. For example, if you sign up to receive promotional materials or communications about services provided by us. To improve your experience when you use this website and ensure that it is functioning effectively, we also use cookies. Cookies are small files which contain a unique identification number that store information on your computer, mobile phone or other device. Cookies enable us to recognise you when you return to our website and enables us to keep track of services you view or preferences you have. We may also use cookies to measure traffic patterns, to determine which areas of our website have been visited and to measure transaction patterns.

## **How do we use your personal information?**

### **How do we use personal information collected to provide services to our clients?**

We use the personal information that we collect to provide landowners with agreed services. We use this information as permitted by our agreements and we do not use that information for any other purposes unless it is necessary to comply with a legal or professional right or duty.

### **How we use information collected when we perform other activities that form part of the operation of our business**

When we collect personal information as part of performing other activities that form part of our business, we will take reasonable steps to provide clear information about the nature of those activities and how we will use any personal information collected. We may also use non-personal, de-identified/anonymised and aggregated information for several purposes including for data analytics, research, submissions, thought leadership and promotional purposes. Our data policy precludes the use of data re-identification processes that could be used to link different datasets to reveal your real identity.

## **How do we use information collected via this website or through other sources? Do we use it to market goods and services to you?**

We may use your personal information collected via BCT's website:

- to manage and improve the website
- to tailor the content of the website to provide you with a more personalised experience and draw your attention to information about our services that we feel may be of interest to you
- to seek feedback on our services.

## **Are there any other ways we use your personal information?**

We may also use personal information to protect our rights and those of our users or to comply with a legal or professional right or duty.

## **When will we disclose your personal information?**

We will only disclose your personal information as set out below. Importantly, we will never disclose your information for any other secondary purpose without your authorisation.

We may also be required to disclose personal information to law enforcement, regulatory or government agencies or to other third parties:

- to comply with legal or regulatory obligations or requests
- where there is a legal or professional right or duty to disclose.

We may share non-personal, de-identified and aggregated information with third parties for several purposes, including data analytics and research purposes.

## **Blogs and other social media**

This website hosts social media applications that allow you to share content with other users. Any personal information that you contribute to these social media applications can be read, collected and used by other users of the application. We have no control over these other users and, therefore, we cannot guarantee that any information that you contribute to any social media applications will be handled in accordance with this statement.

## **How do we protect your information?**

We hold personal information in hard copy and electronic formats. We use a range of physical, operational and technological security measures to protect this information. These measures include:

- written guidelines and advice
- referral to the Department of Planning, Industry & Environment (DPIE) Privacy team
- BCT staff awareness webinars and training to ensure our staff are aware of their privacy obligations when handling your personal information
- administrative and IT controls to restrict access to personal information to only those people who need access
- IT security measures, including fire walls, encryption and anti-virus software
- physical security measures, such as staff security passes to access our Parramatta Square and regional NSW premises, laptop cable locks and the use of privacy screens where appropriate.

## How can you access your personal information, or seek to have it corrected?

You may access your personal information at any time. You may also request the information is corrected at any time. To request access, or correct your personal information, please contact the Manager Strategy and Governance at [strategy.governance@bct.nsw.gov.au](mailto:strategy.governance@bct.nsw.gov.au) or on 02 9274 6461. The Strategy and Governance team will then contact you (either by phone or via email) and will work with you to provide you with access to your information or to determine whether it requires correction. You may also have the right to:

- ask that we delete personal information that we hold about you, or restrict the way in which we use your personal information
- withdraw consent to our processing of your personal information (to the extent our processing is based on your consent)
- ask us to stop or start sending you messages at any time.

## Who can you contact if you have further questions or if you wish to make a complaint?

### Who should you contact?

If you believe that the BCT has breached its privacy obligations in the handling of your personal information, you may lodge a complaint with the Office of the Australian Information Commissioner (OAIC), however, before lodging the complaint with the OAIC, you should firstly lodge a complaint directly with the BCT.

You should give the BCT 30 days to respond to your complaint. If you do not receive a response after 30 days or if you are not satisfied with the response, you can then lodge a complaint with the OAIC. Further details are available at [www.oaic.gov.au](http://www.oaic.gov.au) or you could call OAIC on 1300 363 992.

## Where can I find out more about my privacy rights?

For more information on privacy, visit the Information and Privacy Commission (IPC NSW) website at <https://www.ipc.nsw.gov.au/> or call IPC NSW on 1800 472 679.

## What is our process for making changes to this Privacy Statement?

We may modify or amend this Privacy Statement from time to time. To let you know when we make changes to this statement, we will amend the revision date at the top of this page. The new modified or amended Privacy Statement will apply from that revision date. Therefore, we encourage you to periodically review this statement to be informed about how we are protecting your information.