COPPING REFUSE DISPOSAL SITE JOINT AUTHORITY
TRADING AS SOUTHERN WASTE SOLUTIONS

PRIVACY POLICY

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1 PURPOSE

The *Personal Information Protection Act 2004* (the Act) was introduced to protect the individual's right to personal privacy. Southern Waste Solutions (SWS) is committed to the Personal Information Protection Principles included in the Act. This policy explains the principles and how they may apply to you.

2 SCOPE

This policy applies to Authority members, Board members, officers and agents of SWS.

The policy covers all personal information held by SWS, including:

- information we have collected from you, as well as information we have collected from third parties,
- all information collected regardless of format and media, e.g. correspondence, forms (paper and electronic), in person, over the telephone or via SWS website.

3 DEFINITIONS

Personal information is any information or opinion that can be used to identify an individual who is alive or has not been dead for more than 25 years.

Sensitive Information includes information or an opinion about an individual's health, membership of a political association, membership of a professional or trade association, racial or ethnic origin, political opinions, trade union membership, philosophical or religious beliefs, sexual preferences or criminal record.

4 PRINCIPLE 1 - Collection

1.1 SWS will only collect personal information from you when it is necessary for its functions or activities.

1.2 SWS will collect necessary personal information about you directly from you wherever it is reasonable and practicable to do so.

1.3 SWS will collect necessary personal information only by lawful and fair means and not in an unreasonably intrusive way.

1.4 In some instances, SWS will be required by law to collect personal information.

1.5 SWS will only collect sensitive information where you have consented, or as permitted under the Act.

1.6 Before, during, or as soon as practicable after collection of personal information, SWS will take reasonable steps to ensure that you are aware of:

- SWS's identity and how to contact it;
- your right to access the information;
- the purpose for which the information is collected;
- the intended recipients of the information;
- any law that requires the information to be collected;
- the main consequences (if any) for you if all or part of the information is not provided.

1.7 If SWS collects personal information about you from someone else, it will take reasonable steps to make sure that you are aware of the matters referred to above, unless doing so would pose a serious threat to the life, safety, health or welfare of any individual, or, would prejudice the carrying out of an investigation.

5 PRINCIPLE 2 - Use and disclosure

2.1 SWS will only use personal information within SWS, or disclose it outside SWS

- for the purpose for which it was collected; or
- in accordance with this Act or as provided for in any other legislative provision; or
- where you have consented; or
- where you would reasonably expect this to occur.

2.2 SWS may use the information for purposes including, but not limited to, the following:

- To contact you in order to provide services requested by you, e.g. opening a debtor account.
- To contact you in order to resolve issues relating to SWS's services or functions, that you have brought to our attention, e.g. where you have reported a matter to be resolved by SWS such as a query regarding opening hours.
- It may be used to contact you before a Community Reference Group or other meeting to confirm your attendance and advise you of any changes to the meeting details.
- To supply you with material concerning SWS initiatives and programs.
- To facilitate the collection of SWS fees and charges, e.g. we will use your name and address details to forward invoices.
- To enable payment for SWS-provided goods and services, e.g. we may collect your credit card and bank account details when you make a payment for goods and services.
- To update your name and address details and verify information.
- To contact you in case of an emergency.

2.3 In some circumstances, SWS needs to disclose your information to other organisations. Examples of situations where disclosure may occur include:

- Information relating to financial requests, for example a direct debit, may be forwarded to our bank.
- If a workplace incident or other incident or accident occurs, information may be forwarded to our Workers Compensation, public liability or professional indemnity insurers.
- If you do not pay your invoices, SWS may forward your information to the courts and a debt collector may be appointed.
- In order to properly assess your application for credit, SWS may seek the advice of other entities and, in doing so, will provide details of your application, including any personal information included on the application to that entity.

6 PRINCIPLE 3 - Data quality

3.1 SWS will take reasonable steps to make sure that the personal information it collects, uses or discloses is accurate, complete and up to date.

3.2 You may update the personal information you have supplied to SWS. Details on how to do so are outlined under Privacy Principle 6.

7 PRINCIPLE 4 - Data Security

4.1 SWS will take all necessary steps to make sure that personal information is stored safely and securely. Technological and operational procedures are in place to protect personal information from misuse and loss.

4.2 SWS will dispose of personal information where it is no longer necessary to fulfil the purposes for which the it was collected, or as required by the Archive Act or other legislation.

8 PRINCIPLE 5 - Openness

5.1 SWS will make this policy available upon request.

5.2 On request by a person, SWS will take reasonable steps to let the person know, generally, what sort of personal information it holds and collects, for what purposes, and how it collects, holds, uses and discloses that information.

9 PRINCIPLE 6 - Access and Correction

6.1 Should you wish to access your personal information, please contact SWS on 03 6273 9712. Access will be provided except in the circumstances outlined by The Act, for example, where the information relates to legal proceedings or where the *Right to Information Act 2009* or the *Freedom of Information Act 1982* apply.

10 PRINCIPLE 7 - Unique Identifiers

7.1 A unique identifier is a reference that enables the identification of a particular person (e.g. your driver's licence number).

7.2 SWS will only assign unique identifiers if this is necessary to carry out any SWS functions or responsibilities, or it is required by law.

11 PRINCIPLE 8 - Anonymity

8.1 SWS will, where it is lawful and practicable, give individuals the option of remaining anonymous when entering into transactions with SWS.

8.2 However, as anonymity may limit SWS's ability to process a complaint or other matter, SWS reserves the right to take no action on any matter if you choose not to supply sufficient personal information.

12 PRINCIPLE 9 - Trans Border Data Flows

9.1 SWS will transfer personal information to a region outside Tasmania only if authorised by law or with the consent of the individual.

13 PRINCIPLE 10 - Sensitive Information

10.1 Sensitive information is defined above.

10.2 SWS will only collect sensitive information when you have consented, or as permitted under the Act or required by law.

10.3 Sensitive information will be treated with the utmost security and confidentiality and only used for the purpose for which it was collected.

14 CORRECTION AND COMPLAINTS

If you are not satisfied with the handling of your personal information or the outcome of your request to access or correct your personal information, you may contact SWS to make a complaint on 03 6273 9712. Your complaint will be investigated within ten business days and a written response will be provided. If you are not happy with the outcome of your complaint, you can lodge a complaint with the Ombudsman. The Ombudsman's Office can be contacted on 1800 001 170 (cost of a local call outside Hobart area), and by email at ombudsman@ombudsman.tas.gov.au

15 INFORMATION COLLECTED

A record of your visit is made with our Internet Service Provider each time you view this website. The following information is logged for statistical purposes:

- your server address
- your top level domain name (for example .net, .gov, .au, .com, etc)
- the date and time you visited the site
- pages accessed and documents which were downloaded
- the previous site you visited

- the type of browser you are using.

Your e-mail address will only be recorded if you send us a message.

Users should be aware that there are inherent risks associated with transmitting information across the Internet.

16 COOKIES

Cookies are either "persistent" or "session" based. Persistent cookies are stored on your computer, contain an expiry date, and can be used to track your browsing behaviour upon return to the issuing web site. Session cookies are short lived, used only during a browsing session, and expire when you quit out of your browser.

17 FURTHER INFORMATION AND DATE OF REVIEW

Please contact the Chief Executive Officer swstas@me.com or 0408 253 770.

Policy authorised by: .....

Date: .....30/12/2021.....

Date to be reviewed: .....January 2023.....