

Regional Development Australia Murraylands and Riverland (RDAMR) Privacy Policy

1. PRIVACY AND COLLECTION OF INFORMATION FROM THIRD PARTIES

RDAMR recognises the importance of protecting personal information, which it may be required to collect from individuals who become associated with its business. RDAAMR takes its obligations in regard to the protection of individual privacy seriously, and as such, will take all reasonable steps in order to comply with any relevant legislation and protect the privacy of personal information that it holds. All RDAAMR staff, and any third parties under contract by RDAAMR to support delivery of projects led by RDAAMR, are required to comply with this policy.

For the purpose of this section, "information" is described as:

"Personal information" means information relating to an individual, including an opinion, which may be provided to RDAAMR either in material form or not, and whether true or not. Such information may personally identify an individual or make the person's identity reasonably apparent.

"Sensitive information" means information or an opinion about an individual's racial or ethnic origin, political opinions, membership of a political association, religious beliefs, philosophical beliefs, membership of a professional or trade association, membership of a trade union, sexual orientation, criminal record, and/or health information.

1.1. Collection and Use of Information

RDAMR may collect and hold personal and sensitive information for the purpose of delivering projects and providing RDAAMR services. RDAAMR will not disclose this information to any other organisation, nor will it use such information beyond the express purpose for collecting this information without the express permission of the owner of the information.

For the duration of a project, RDAAMR staff involved in project delivery may share personal and sensitive information with third parties contracted to RDAAMR to support delivery of a project where the contract includes confidentiality clauses such as: that Confidential Information remains confidential to and is the property of RDAAMR; the contracted party must not disclose the Confidential Information to any other person, including another contractor, without the prior written consent of RDAAMR; the contracted party must not use the Confidential Information for any purpose other than to carry out the agreed services; and that these clauses remain in force after the contract is terminated or expires. In addition, at the end of such a contract with a third party, the contractor must immediately return to RDAAMR: Confidential Information in material form; notes and documents based on or incorporating Confidential Information; and copies of Confidential Information and notes and other documents based on or incorporating Confidential Information. All Confidential Information remains the property of RDAAMR where, upon completion of the project, it is managed in accordance with section 1.2.

1.2. Information Protection/Confidentiality

RDAMR will take all reasonable steps to protect the security of the personal and sensitive information that it holds. This includes appropriate measures to protect electronic materials and

materials stored and generated in hard copy. Where information held by RDAMR is no longer required to be held, and retention is not required by law, then RDAMR will destroy such personal information by a secure means.

Unauthorised provision, access to, or use of personal and/or sensitive information by employees or other persons outside the requirements of this policy is prohibited. The following protocols will apply to the storage, handling, and disposal of personal and sensitive information:

- Any confidential documents or computer output no longer required will be disposed of in a secure manner by using either a security bin or shredder.
- All data handled on IT equipment will be stored in a secure information system (such as SharePoint), with a CRM being the preferred place of storage for personal information.
- Data stored on IT equipment will be deleted when no longer required by an authorised user or required to be held by law.
- Employees of RDAMR are, without proper authority, prohibited from accessing (hacking) any computer, whether owned by RDAMR or by another organisation.

1.3. Access to Information

RDAMR will make available for inspection by an individual all personal information which it holds in relation to that individual, provided reasonable notice is given. In the event, that any part of the personal information that the individual inspects is determined to be incorrect and requires alteration, then RDAMR will make such alteration in compliance with the corrected advice provided by the individual.

1.4. Complaint Resolution

If an individual has any concerns regarding the privacy or storage of personal or sensitive information, then the individual may make a complaint to the Chief Executive RDAMR who will endeavour to resolve the complaint.

1.5. Sources of Information

Where possible, RDAMR will collect information directly from individuals, customers, and clients. In some instances, RDAMR may collect personal information from press reports or published mediums and databases where, in such cases, it will endeavour to verify such details with the person concerned. RDAMR acknowledges that there is no obligation for an individual to provide it with personal information. However, if an individual chooses not to provide RDAMR with personal details, it may not be able to provide the individual with a full range of services or may reduce direct service to the individual's organisation.