



## Privacy Policy

### 1. Purpose

- 1.1 Riverine Plains Inc recognise the importance of protecting the privacy and rights of individuals in relation to their personal information. This document is our privacy statement about the management of personal information by us, and it tells you how we collect and manage your personal information.
- 1.2 Riverine Plains Inc respect your right to privacy under the Privacy Act 1988 (Cth) (Act) and we comply with all of the Act's requirements in respect of the collection, management and disclosure of your personal information.

### 2. Commencement of Policy

- 2.1 This Policy will commence from 27/05/19. It replaces all other Privacy Policies of Riverine Plains (whether written or not).

### 3. Application of the Policy

- 3.1 This Policy applies to members of Riverine Plains, including Platinum, Gold, General, Student and Affiliate Members of the Association, as well as to individuals who have provided information via our website [www.riverineplains.org.au](http://www.riverineplains.org.au), our email systems or other communication platforms.
- 3.2 Our obligations to employees, contractors and volunteers are detailed separately in the Employee Privacy Policy.

### 4. General

- 4.1 When used in this document, the term "personal information" has the meaning given to it in the Act. It is any information that be used to personally identify you.
- 4.2 We may collect the following types of personal information about you:
  - Name and contact details
  - Products or services that you have purchased from us
  - Information about your business
  - Your communication preferences

### 5. Collection

- 5.1 We collect personal information about you so we can perform our business activities and functions and to provide the best possible quality of service to you.
- 5.2 We collect your information directly from you unless it is unreasonable or impracticable to do so. If you do not provide us with the personal information described above, we may not be able to enter in to arrangement with you or provide you information about our services.
- 5.3 Personal information may be collected from you in many ways, including interviews, correspondence, by telephone and facsimile, by email, from our website [www.riverineplains.org.au](http://www.riverineplains.org.au), from publicly available sources, from cookies and from third parties. We don't guarantee website links or policy of authorised third parties.
- 5.4 When we collect personal information we will, where appropriate and where possible, explain to you why we are collecting the information and how we plan to use it.



## **6. Use and disclosure**

- 6.1 Your personal information will not be shared, sold, rented or disclosed other than as described in this privacy statement.
- 6.2 Riverine Plains Inc will comply with law, rule, regulation, lawful and binding determination, decision or direction of a regulator, or in cooperation with any governmental authority.
- 6.3 For any other use, we will obtain consent from the affected party.
- 6.4 We will not disclose your personal information to recipients located outside Australia.

## **7. Security and data quality**

- 7.1 Riverine Plains Inc will take reasonable steps to ensure your personal information is protected from misuse and loss and from unauthorised access, modification or disclosure.
- 7.2 Your information may be held in either hard copy or electronic copy. Personal information will be destroyed when no longer needed or when we are no longer required by law to retain.

## **8. Access to your personal information**

- 8.1 You may request access to any personal information we hold about you at any time by contacting us (details below). Where we hold information that you are entitled to access, we will try to provide you with suitable means of accessing it. As part of this request, we may need to verify your identity and provide this to us.
- 8.2 There may be instances where we cannot grant you access to the personal information we hold if it may result in a breach of confidentiality.

## **9. Updating your personal information**

- 9.1 If you believe your personal information we hold about you is incorrect, incomplete or inaccurate, then you may request it to be amended.
- 9.2 You may unsubscribe from our mailing/marketing lists at any time by contacting us in writing.

## **10. Privacy breach**

- 10.1 All responses to privacy requests and complaints shall be reviewed by the Committee. Due to privacy we may not be able to go into detail about the investigation or the outcome.

## **11. Openness**

- 11.1 Riverine Plains Inc will ensure stakeholders are aware of this policy and make this information freely available and on our website [www.riverineplains.org.au](http://www.riverineplains.org.au)

## **12. Responsibilities**

- 12.1 It shall be the responsibility of the Committee to ensure that all requirements of this policy are complied with.
- 12.2 Riverine Plains Inc's Committee, staff and volunteers are responsible for the implementation of this policy.

## **13. Contacting us**

- 13.1 If you have any questions about this document, any concerns or a complaint regarding the treatment of your privacy or a possible breach of your privacy, please contact our privacy representative listed below. Our representative will contact you soon after receiving your complaint to discuss your concerns and outline options resolution.

Please contact our privacy representative:



Post: Fiona Hart, Chief Operating Officer, Riverine Plains Inc, PO Box 214 Mulwala NSW 2647

Telephone: 03 5744 1713

Email: [info@riverineplains.org.au](mailto:info@riverineplains.org.au)

**Variations**

Riverine Plains Inc *reserves the right to vary, replace or terminate this policy from time to time.*