



GREAT OCEAN ROAD
COAST & PARKS AUTHORITY

Great Ocean Road Coast and Parks Authority Policy

PRIVACY POLICY

1. PURPOSE

- 1.1. The purpose of this policy is to set out the Great Ocean Road Coast and Parks Authority's (the Authority's) commitments regarding privacy of personal and health information.

2. SCOPE

- 2.1. This policy applies to Personal Information and Health Information the Authority collects and holds about individuals. For the purpose of this policy, the words 'personal information' used throughout include both Personal Information and Health Information.
- 2.2. In addition to this policy, the Authority publishes a privacy statement on its website for the functions it performs. The statement details how information is collected and how personal information is handled when performing those functions.

3. POLICY STATEMENT

- 3.1. The Authority is committed to protecting the personal information it holds in line with the Information Privacy Principles in the *Privacy and Data Protection Act 2014*, the *Health Records Act 2001*, the Commonwealth *Privacy Act 1988* and the Notifiable Data Breach Scheme in that act, where required, and the European Union's General Data Protection Regulations 2016/679 (GDPR), where required.
- 3.2. Any personal information collected by the Authority, will be handled in accordance with this policy.
- 3.3. The Authority will only collect the information (necessary) it requires to perform its functions or needs to engage with its customers or contract service providers. The Authority may collect personal information via its website, email or telephone, and secure online platforms including the Have Your Say platform and RMS booking platform.
- 3.4. If an individual suspects that their personal information is being requested by an individual or email address purporting to be from the Authority (phishing attempt), they should:
- (a) immediately contact the Authority using the contact details contained on the Authority's website;
 - and

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- (b) not provide any personal information to that individual or email address until the Authority has verified that the request or email has been sent by an Authority staff member.

3.5. A Privacy Statement will be provided on the Authority's website and a copy of this privacy policy will be available to any member of the public who requests it.

Types of personal information collected

3.6. The Authority may collect varying types of personal information to perform its functions, including, but not limited to:

- (c) name and contact information such as home, postal or other address, telephone and/or mobile, and email address;
- (d) date of birth;
- (e) driver's licence or vehicle registration details;
- (f) payment details for services requested, such as accommodation;
- (g) Tax File Numbers of prospective employees;
- (h) Superannuation details of prospective employees;
- (i) employment history of prospective employees;
- (j) video footage and photographic images;
- (k) qualifications and licences;
- (l) next-of-kin emergency contact details;
- (m) information about physical or mental health or disability; or
- (n) other personal information required to perform functions.

Use of personal information

3.7. The Authority may collect personal information for a range of purposes including, but not limited to:

- (a) verify identity;
- (b) planning, establishing, delivering and evaluating services and activities;
- (c) handle enquiries, or complaints;

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- (d) manage insurance claims;
- (e) handle a planning application;
- (f) manage a lease, permit, or licence;
- (g) manage communication;
- (h) manage the Authority's website and other digital services;
- (i) manage and comply with statutory obligations;
- (j) manage recruitment and procurement;
- (k) uses required, authorised or permitted by law.

Disclosure of Personal Information

3.8. Depending on the purpose for collecting personal information the Authority may disclose it to:

- (a) people and organisations that the Authority has consent to disclose it to;
- (b) Authority contracted service providers e.g. RMS booking system;
- (c) another State government agency or local council;
- (d) other organisations where required or authorised by law.

3.9. Before the Authority discloses any personal information to another person or organisation, it will take all reasonable steps to satisfy at least one of the following criteria:

- (a) The personal information will be disclosed for the purpose it was collected for, or a related secondary purpose reasonably expected.
- (b) Consent to disclosure was provided.
- (c) Disclosure is required or authorised by law.
- (d) Disclosure is necessary for law enforcement purposes or to prevent a serious and imminent threat to the individual's health, safety or wellbeing, or prevent a serious threat to public health, safety or wellbeing.

3.10. The Authority may also disclose personal information outside Victoria if it is necessary to perform its functions and in a manner that is consistent with this policy and Victorian privacy laws.



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Data Quality and Security

- 3.11. The Authority uses and contracts the use of cloud computing to store and manage data including personal information. Computer servers may be based in our buildings, interstate or overseas. We take reasonable steps to ensure the security of your personal information or health information managed this way.
- 3.12. The Authority takes reasonable steps to ensure the information it holds is accurate, complete and up-to-date. Wherever possible, Authority staff will check the accuracy of personal information with the individual before using it.
- 3.13. The Authority uses a combination of people, process and technology safeguards across ICT, personnel and physical security to protect information from misuse and loss, and unauthorised access, modification and disclosure.
- 3.14. If the Authority becomes aware that an individual's information has been inappropriately handled, the Authority will take reasonable steps to inform the individual of the incident, and will take appropriate action to ensure that such a breach does not occur again in accordance with the Authority's Data Breach Investigation and Reporting Procedure.

Accessing, updating and correcting personal information

- 3.15. A person or organisation may request access to their personal information at any time by making a request under Victoria's *Freedom of Information Act 1982*.
- 3.16. The Authority's response and action requested for information in the timeframes set out in the *Freedom of Information Act 1982*. Any fees and charges which may apply will be discussed with applicants when a request is made.
- 3.17. There may be situations where the Authority is not required to provide a person or organisation with access to their personal information. In such situations the Authority will advise the reasons why. Examples include; where providing access would involve unreasonable disclosure of the personal affairs of another person, or the information relates to existing or anticipated legal proceedings or the request is vexatious.
- 3.18. If an individual's personal information is incorrect, inaccurate or out of date they may request to have it corrected.



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4. PRIVACY CONCERNS AND COMPLAINTS

- 4.1. If you are not satisfied with how the Authority has dealt with your personal information or believe that the Authority has handled your personal information in a manner that is inconsistent with this policy, you can contact the Authority using the contact details in item 7.
- 4.2. We will endeavour to respond to your concern or complaint within 30 days. If you consider your complaint is still not resolved, you may then take the complaint to:
- (a) The Victorian Information Commissioner if your complaint is about personal information protected by the Privacy and Data Protection Act 2014.
 - (b) Victoria's Health Services Commissioner if your complaint is about health information protected by the Health Records Act 2001.
 - (c) The Australian Information Commissioner if your complaint relates to an eligible breach (defined in the Commonwealth Privacy Act 1988) involving your Tax File Number.

5. DEFINITIONS

Employee	Means an employee or contractor of the Authority.
Functions	Means the functions of the Authority, including, but not limited to those prescribed by the <i>Great Ocean Road and Environs Protection Act 2020</i> (Vic) and any other applicable legislation from time to time.
Personal Information	Means any information, whether fact or opinion that is recorded in any form whether true or untrue, that relates to an individual person or company whose identity is apparent, or can be reasonably ascertained, from the information or opinion, other than health information.
Health Information	Means information that relates to an individual's physical, mental or emotional health or disability, palliative or aged care, or health service.
Seven principles, Article 5, General Data Protection Regulations 2016/679	Principle 1 – Lawfulness, Fairness and Transparency Principle 2 – Limitations on Purposes of Collection, Processing, and Storage Principle 3 – Data minimisation Principle 4 – Accuracy of Data Principle 5 – Data Storage Limits Principle 6 – Integrity and Confidentiality Principle 7 – Accountability

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6. RELATED LEGISLATION AND DOCUMENTS

- *Privacy and Data Protection Act 2014 (Vic)*
- *Health Records Act 2001 (Vic)*
- *General Data Protection Regulations 2016/679 (EU)*
- *Privacy Act 1988 (Cth)*

7. FURTHER INFORMATION

7.1. Further information can be found on the *Office of the Victorian Information Commissioner* website:
<https://ovic.vic.gov.au/>.

7.2. If you have any questions regarding this policy, you can contact the Authority using the below details:

Great Ocean Road Coast and Parks Authority
 Phone: 1300 736 533
 Email: info@greatoceanroadauthority.vic.gov.au
 Mail: P.O. Box 53, Torquay VIC 3228

8. APPROVAL AND REVIEW DETAILS

Approval and Review	Details
Approver	CEO (or their delegate)
Administrator	CEO (or their delegate)
Next Review Date	06/01/2027

Approval and Amendment History	Details
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