



Privacy Policy

Outdoors NSW & ACT (ABN 96 657 112 260) (we, us, our and other similar expressions) is committed to providing quality services to you and this policy outlines our ongoing obligations to you in respect of how we manage your Personal Information.

We have adopted the Australian Privacy Principles (APPs) contained in the Privacy Act 1988 (Cth) (the Privacy Act).

The APPs govern the way in which we collect, use, disclose, store, secure and dispose of your Personal Information. A copy of the Australian Privacy Principles may be obtained from the website of The Office of the Australian Information Commissioner at www.oaic.gov.au

What is Personal Information and why do we collect it?

Personal Information is information or an opinion that identifies an individual. Examples of Personal Information we collect include names, addresses, email addresses, mobile phone, and other contact numbers.

If we are not provided with all the Personal Information we request, we may not be able to supply our goods or services to you, and you or your organisation may not be able to participate in any future initiatives we offer.

This Personal Information is obtained in many ways including attendance at events, participation in programs, interviews, correspondence, by telephone, by email, via our website www.outdoorsnswact.org, from your website, from media and publications, from other publicly available sources, from cookies and from third parties. We don't guarantee website links or policy of authorised third parties.

We collect, hold, use and disclose your Personal Information for the primary purpose of providing our services to you and providing information to our clients. We may also use Personal Information for marketing purposes to advise of new products and marketing initiatives that we think may be of interest to you. This may include product or service offerings, newsletters and general information about us. If you prefer not to receive information about our products and services, you may unsubscribe from our mailing/marketing lists at any time by contacting us in writing at the contact details listed below.



We may also use your Personal Information for secondary purposes closely related to the primary purpose, in circumstances where you would reasonably expect such use or disclosure.

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.

Sensitive Information

Sensitive information is defined in the Privacy Act to include information or opinion about such things as an individual's racial or ethnic origin, political opinions, membership of a political association, religious or philosophical beliefs, membership of a trade union or other professional body, criminal record or health information.

Sensitive information will be used by us only:

- For the primary purpose for which it was obtained
- For a secondary purpose that is directly related to the primary purpose
- With your consent; or where required or authorised by law.

Third Parties

Where reasonable and practicable to do so, we will collect your Personal Information only from you. However, in some circumstances we may be provided with information by third parties. In such a case we will take reasonable steps to ensure that you are made aware of the information provided to us by the third party.

Disclosure of Personal Information

We usually disclose the Personal Information we collect to our related entities, service providers and contractors that help us supply our services. For example, we may disclose the Personal Information we collect to our information technology providers, providers of marketing and



promotional services, professional advisers such as legal practitioners and accountants, debt collectors and insurers.

Except as indicated above, we will not disclose your Personal Information to a third party unless:

- you consent to the disclosure;
- the third party is our service provider or contractor, in which case we will require them to use and disclose the Personal Information only for the purpose for which it was provided to them;
- the third party is a person involved in a dealing or proposed dealing (including a sale) of all or part of our assets and business;
- the third party is a credit reporting agency, your creditor, banker, financier, credit provider, mortgage insurer or trade insurer;
- the disclosure is to a related entity; or
- where permitted, required or authorised by law.

Security of Personal Information

Your Personal Information is stored in a manner that reasonably protects it from misuse and loss and from unauthorized access, modification, or disclosure. Any Personal Information you provide to us is stored on secure servers. Access to Personal Information is limited to our employees and contractors who specifically need it to carry out their business responsibilities. We also maintain physical security procedures to manage and protect the use and storage of records containing Personal Information.

When your Personal Information is no longer needed for the purpose for which it was obtained, we will take reasonable steps to destroy or permanently de-identify your Personal Information. However, most of the Personal Information is or will be stored in client files which will be kept by us for a minimum of 7 years.



Access to your Personal Information

You may access the Personal Information we hold about you and to update and/or correct it, subject to certain exceptions. If you wish to access your Personal Information, please contact us in writing using the contact details listed below. Outdoors NSW & ACT will not charge any fee for your access request but may charge an administrative fee for providing a copy of your Personal Information.

In order to protect your Personal Information, we may require identification from you before releasing the requested information.

Maintaining the Quality of your Personal Information

It is an important to us that your Personal Information is up to date. We will take reasonable steps to make sure that your Personal Information is accurate, complete, and up to date. If you find that the information we have is not up to date or is inaccurate, please advise us as soon as practicable so we can update our records and ensure we can continue to provide quality services to you.

No disclosure to overseas recipients

We are not likely to disclose Personal Information to overseas recipients.

Policy Updates

This Policy may change from time to time and is available on our website. We will notify you of any change by posting an updated version of the policy on our website. Please be aware that it is your responsibility to check our website and make sure you keep up-to-date with any changes to this policy.

Privacy Policy Complaints and Enquiries

If you have any queries, complaints about our Privacy Policy or feel that we have failed to deal with your Personal Information in accordance with our Privacy Policy or the APPs, please contact us at:

PO Box 222 Galston NSW 2159



info@outdoorsnswact.com.au

0407 411 566

Our privacy officer will:

- listen to your concerns and grievances;
- discuss with you the ways in which we can remedy the situation; and
- put in place an action plan to resolve your complaint and improve our information handling procedures if appropriate.

We will aim to respond to your concerns as quickly as possible.