



Australian Government
**Safety, Rehabilitation and
Compensation Commission**

SRCC Privacy Policy

April 2020

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1. SRCC's privacy policy

- 1.1. The SRCC takes its privacy obligations very seriously and is committed to meeting the highest standards when collecting, storing, using and disclosing personal information. The SRCC will take reasonable steps to:
 - a) comply with the requirements of the *Privacy Act 1988* and the *Australian Government Agencies Privacy Code*
 - b) make sure all members understand and comply with their privacy obligations
 - c) ensure that its privacy policy is up to date and complete
 - d) respond promptly and honestly to complaints
 - e) maintain an effective working relationship with the Office of the Australian Information Commissioner.

2 What is the purpose of this privacy policy?

- 2.1. The purpose of this privacy policy is to:
 - a) clearly communicate our personal information handling practices
 - b) enhance the transparency of our operations
 - c) give individuals a better and more complete understanding of the sort of personal information that we hold, and the way we handle that information.
- 2.2. The *Privacy Act 1988* (Privacy Act) sets the minimum standards we have to meet when handling personal information, as an Australian Government agency. 'Personal information' is defined in the Privacy Act as:
'Information or an opinion about an identified individual, or an individual who is reasonably identifiable':
 - a) whether the information or opinion is true or not; and
 - b) whether the information or opinion is recorded in a material form or not.'
- 2.3. The Privacy Act contains 13 Australian Privacy Principles (APPs). The APPs:
 - a) set out legally binding standards for handling personal information
 - b) regulate how we collect, store, use and disclose personal information
 - c) allow people to access the information that we keep about them
 - d) allow people to correct or update their information.
- 2.4. The APPs are contained in Schedule 1 of the Privacy Act. They can be found on the OAIC [website](#).
- 2.5. We may review and update this policy from time to time, to take account of new laws or technology, or changes to our functions, operations and practices. This privacy policy was last reviewed in December 2019.
- 2.6. This privacy policy is published on our website, at <http://www.srcc.gov.au/privacy>. We can also provide you with a copy of the policy in another form, if it is reasonable to do so. If you would like a copy of this policy in another form, please contact the SRCC Secretariat using the contact details at the end of this policy.

9. Can you deal with the SRCC anonymously?

- 9.1. Your identity is typically relevant to the fulfilment of our purpose for collecting, using, holding or disclosing personal information. Most of the time, it is not likely to be practicable for us to deal with you if you have not identified yourself or have used a pseudonym. If you are concerned about not being able to deal with us anonymously, you can make an anonymous inquiry by contacting the SRCC Secretariat and explaining the circumstances.

10. What does the SRCC do to make sure it complies with the Australian privacy principles?

- 10.1. We have taken reasonable steps to implement practices, procedures and systems relating to our functions and activities to ensure that we comply with the APPs, including:
- requiring all our staff to be adequately trained in our obligations under the APPs and this privacy policy
 - ensuring that our privacy policy is regularly reviewed and updated
 - undertaking a program of privacy audits to make sure that our privacy policy is being fully implemented
 - maintaining an effective working relationship with the Office of the Australian Information Commissioner.

11. How can you make a complaint about a breach of the Australian privacy principles?

- 11.1. You may make a complaint to us if you consider that we have interfered with your privacy or otherwise breached our obligations under the APPs or under a binding APP Code in relation to the management of your personal information.
- 11.2. Any complaints should be in writing, providing as much detail as possible, and addressed to Comcare's SRCC Secretariat.
- 11.3. We will take reasonable steps to investigate any complaint, and to notify you of the outcome of our investigation within 30 days.
- 11.4. If we do not respond to the complaint within 30 days, or you are not satisfied with the outcome of our investigations, you can make a complaint directly to the Office of the Australian Information Commissioner. Further details about how to make a complaint are set out at <https://www.oaic.gov.au/privacy/privacy-complaints/lodge-a-privacy-complaint-with-us>.

12. How can you learn more about privacy?

- 12.1. The website of the Office of the Australian Information Commissioner contains further information about privacy, including the APPs, legislation and policies. The site address is: <http://www.oaic.gov.au/privacy/>.

13. Further information

- 13.1. If you would like any further information or to access or correct your personal information, please contact the SRCC Secretariat:

Telephone: 1300 366 979

E-mail: secretariat@comcare.gov.au

Post: SRCC Secretariat
Safety, Rehabilitation and Compensation Commission
GPO Box 9905
Canberra ACT 2601

- 13.2. We offer interpreter services in a number of languages. If you require interpreter services, details of how to access these services are available on [Comcare's website](#).

