

PRIVACY POLICY

Regional Development Australia Limestone Coast (RDALC) 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.

For the purposes of this policy, when we say 'you' or 'your' we mean any individuals about whom we process personal information from time to time including our stakeholders, any persons creating an account on our platforms, users of our website, and all other person who may provide personal information to us from time to time.

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.aoic.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 includes names, addresses, email addresses, phone and facsimile numbers.

Generally, RDALC collects your personal information directly from you, through completion of a form, telephone enquiries or online applications and communications. There may be other occasions when RDALC collects your personal information from other sources such as from an information services provider or a publicly maintained record.

We collect your Personal Information for the primary purposes of carrying out our business and operations. This includes:

- providing educational and awareness information about regional development;
- undertaking surveys in relation to regional development and/or your experience with RDALC;
- distributing, or facilitating the distribution of, relevant publications;
- accounting, billing and other internal administrative purposes;
- browser and other online information to optimise your use of our online platforms or forums and to maintain a record of your activity on our online platforms or forums;
- identifying and informing you of resources, products, services and/or issues that may be of interest or relevance to you;
- improving promotional and online services; and
- any other legal requirements.

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. You may unsubscribe from our mailing/marketing lists at any time by contacting us in writing.

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.

If at any time you provide the personal information of another person to us, then you must ensure that that person has read and understood this policy and separately consents to that personal information being collected, held, used, disclosed and otherwise handled by us as described in this policy.

Social Media

Regional Development Australia Limestone Coast often uses social media platforms and other interactive online forums through which to communicate and provide its services. Information you disclose to RDALC through such forums may be read, collected and used by RDALC. However, it may also be read, collected and used by other users, the actions of whom RDALC cannot control and for whom RDALC takes no responsibility. You may also access third party websites, forums or links through our website or online resources, which will be subject to their own privacy policies and usage terms. Please refer to the privacy policies and usage terms of any third-party websites or entities for information on their privacy standards and procedures. We are not responsible for the privacy practices or the content of other websites to which any of our online platforms or forums may link or which link to our online platforms or forums.

Disclosure of Personal Information

RDALC discloses your personal information for the purpose for which it is collected.

That is, generally, RDALC will only disclose your personal information for a purpose set out above. This may include disclosing your personal information to third parties engaged to perform administrative, promotional, research, information technology or other services. We may also disclose your personal information to affiliated entities for the purposes set out in this policy.

This disclosure is always on a confidential basis and subject to agreements prohibiting misuse of the personal information in line with the protections set out in this policy.

RDALC may also disclose your personal information with your consent, or when your consent may reasonably be inferred from the circumstances, or if disclosure is required or authorised by law.

Security of Information

RDALC takes all steps reasonable in the circumstances to ensure that the personal information it holds is protected from misuse, interference and loss and from unauthorised access, modification or disclosure. RDALC holds personal information in both hard copy and electronic forms in secure databases on secure premises, accessible only by authorised staff.

However, as the transmission of information across the internet is not completely secure we cannot guarantee the security of your personal information transmitted to our website, through social media interactions or other online forums. Any such transmission is at your own risk.

RDALC will take all reasonable steps to destroy or de-identify personal information in circumstances where it is no longer required for the purposes for which it was collected or for any secondary purpose permitted under the Australian Privacy Principles and the Privacy Act, unless RDALC is otherwise required or authorised by law to retain the information.

Access to Personal Information

Under the Privacy Act you have a right to access and/or seek correction of your personal information that is collected and held by RDALC. If at any time you would like to access or correct the personal information that RDALC holds about you, or you would like more information on RDALC's approach to privacy, please contact RDALC at info@rdalc.org.au. RDALC will grant access to the extent

required or authorised by the Privacy Act or other law and take steps reasonable in the circumstances to correct personal information where necessary and appropriate.

Maintaining Quality of 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.

Privacy Policy Complaints and Enquiries

If you have any queries or complaints about our Privacy Policy, please contact us at:

PO Box 1445, Mount Gambier SA 5290; or
Email info@rdalc.org.au; or
Phone (08) 8723 1057

Policy Updates

We may review, change or update our privacy policy from time to time. Revised versions will be available on our website and any changes will take effect as soon as we publish this, but where we have already collected information about you we may take additional steps to inform you of any material changes to our privacy policy.

Date endorsed by the Board:	25 th February 2019
Date of Review:	2021
Responsibility:	CEO