

Corangamite Catchment Management Authority

PRIVACY AND INFORMATION COLLECTION STATEMENT

Privacy

This collection statement explains how the Corangamite Catchment Management Authority (Corangamite CMA) collects, uses and discloses personal information. The Corangamite CMA is governed by and adopts the Information Privacy Principles set out in Schedule 1 of the "Privacy and Data Protection Act 2014 (Vic) (the Act)". The Corangamite CMA sees that protection of personal information as important and is committed to the protection and professional handling of personal information that it collects.

This Privacy Statement may change from time to time and changes will take effect from the date of posting them on our website.

About Us

The Corangamite CMA's statutory objective is to protect and enhance land, water and biodiversity in the Corangamite region. Established under the Catchment and Land Protection (CaLP) Act 1994, we are a statutory authority with a board appointed by the Minister for Environment and Climate Change. We have obligations under the CaLP Act 1994 and the Water Act 1989 for overseeing land, biodiversity and water resources management based on an understanding and commitment to sustainable use, conservation and rehabilitation of those resources within the Corangamite catchment area which stretches from Geelong to Ballarat and along the coast to Peterborough.

Our Vision is a *healthy and productive lands and waters cared for and enjoyed by thriving communities.*

Your Personal Information

Personal information is information about you, whether recorded in physical form or not, from which your identity could reasonably be determined. Personal information that may be collected by us include name, gender, address, telephone numbers, email contact details, occupational details, details about your personal interests, images of you and other information relevant to the business activities undertaken by the Corangamite CMA. Information is also collected about staff and board members in order to meet our statutory and policy obligations, undertake necessary business activities and transact with.

Where the Corangamite CMA asks that you provide your personal information and you decide not to provide it, the Corangamite CMA may not be able to provide you with the some or all of its services.

Collection of Personal Information

The Corangamite CMA collects personal information from several different sources, these include:

- Communications between you and the Corangamite CMA, including via telephone, email or in writing (e.g. online enquiries, feedback forms, surveys, registration for events, supplier forms and competition and promotions);
- your participation in interviews, discussions and forums with the Corangamite CMA

(e.g. by filming or recording you) and competitions or promotions organised by the Corangamite CMA;

- When you access or register on Corangamite CMA websites (including www.ccma.vic.gov.au);
- When you use any services provided by (or on behalf of) the Corangamite CMA;
- When you provide services or goods to the Corangamite CMA and
- From publicly available sources of information

Information is collected, wherever possible, from you personally. The Corangamite CMA will collect your personal information fairly, lawfully and without undue intrusion. At the time your personal information is collected the Corangamite CMA will take reasonable steps to let you know whether there are any consequences of not providing that information. The Corangamite CMA will not collect sensitive personal information about you (e.g. information about your ethnic or racial origin) unless first obtaining your consent.

Use and Disclosure of Personal Information

The personal information that you provide the Corangamite CMA gives valuable insights into the views of Victorians on the current state of the natural resources within the Corangamite catchment. This information can help the Corangamite CMA to achieve its goals of providing useful support in managing the land, biodiversity and water resources of the Corangamite catchment and delivering suitable services to you. The Corangamite CMA may also send you information and updates about natural resource management initiatives, events and services and provide you with information, news and updates relating to natural resource management. If you do not wish to receive these updates or information please email info@ccma.vic.gov.au.

The Corangamite CMA also uses personal information for the purpose(s) that are communicated to you at the time of collection (or a related purpose that you would reasonably expect).

The Corangamite CMA may disclose your personal information to third parties, such as:

- Its professional advisors (e.g. auditors);
- Web monitoring service providers;
- Other government and regulatory authorities and other organisations:
 - As required or authorised by law;
 - As is reasonably necessary for the assistance for law enforcement and the protection of public revenue; or
 - For application interoperability purposes (e.g. to reduce the need for you to re-enter your personal information into building and planning compliance applications operated by or on behalf of those authorities or organisations);
- Organisations that assist the Corangamite CMA to conduct or analyse data; and
- Other organisations that assist the Corangamite CMA to provide services to you (e.g.

hosting and software providers)

We take reasonable steps to ensure these third parties are bound by privacy obligations and confidentiality in regard to the protection of your personal information.

Data Quality and Security

The Corangamite CMA will take reasonable steps to:

- Ensure that the personal information it collects, uses or discloses is accurate, complete and up-to-date (the accuracy of your information depends on the information that you provide and if you inform the Corangamite CMA of changes or updates); and
- Protect your personal information from modification, disclosure, misuse, loss or unauthorised access and securely destroy personal information if it is no longer required

The Corangamite CMA has implemented security policies, technology, rules and measures to help protect the personal information that is under its control. However, while the Corangamite CMA endeavours to protect your personal information, the Corangamite CMA cannot ensure or warrant the security of any information transmitted via online.

Access

You have the right to access the personal information we hold about you. Requests for access should be sent to the Corangamite CMA at the contact details at the bottom of this Privacy Statement. You can also submit a formal application under the Freedom of Information Act 1982 (Vic). Fees may apply to cover the cost of accessing and providing this information to you.

Anonymity

Wherever it is lawful and practicable, the Corangamite CMA will allow you to interact anonymously with us.

Website Privacy

You can visit and browse Corangamite CMA's websites without disclosing your personal information. However, where you enter and submit your personal information on a website (e.g. complete and submit a webform), your personal information will be managed in accordance with this Privacy Statement.

The Corangamite CMA's websites contain links to many other third party sites. The Corangamite CMA is not responsible for the content and the privacy practices of other websites and does not endorse or authorise the content of any third party websites. It is advisable to look at each site's privacy policy and make your own decisions about providing personal information when browsing those sites.

The Corangamite CMA uses a variety of web monitoring technologies (via third part service providers) to gather information to aid in improving the sites and designing them to be more

user-friendly. These technologies include:

- Clickstream data
- Cookies
- Web beacons

Use of web analytics data

We use web analytics data for statistical purposes, such as to analyse, measure, and report on data about our website traffic and visits. This information helps us understand general user trends at an aggregate level, and improve our website, content, and user experience. The statistical information gathered does not identify you specifically.

We may also use this information for security audits to protect against threats from hackers or other security purposes.

We do not use this information to identify you or match it with any other personal information that we may collect from you, unless required to do so as part of an internal investigation or for a law enforcement-related purpose, in accordance with the PDP Act.

Your site visit data is collected under the authority of Information Privacy Principle 1.1 of the PDP Act for the purposes stated above.

Disclosure of web analytics data

Apart from the third-party tools described in this Privacy Statement, we do not disclose your site visit data to any other third parties without your consent, unless we are required or authorised to do so by law. In the event of an investigation into suspected unlawful or improper activity, a law enforcement or government agency may use its legal authority to inspect our web server's records (e.g. in relation to hacking or abusive messages).

Social Media Privacy

The Corangamite CMA utilises Social Media platforms Instagram, linkedin, twitter and facebook to communicate and engage with its communities. Any personal information we collect via these platforms will be handled appropriately and in line with this privacy statement. These platforms may also collect your personal information for their own purposes. When you agree to the platforms terms of service and privacy policy, you agree to your information being transferred outside Victoria. To protect your privacy and the privacy of others, please do not post any personal information (including phone numbers and email addresses) in your comment, tweet, or reply. Additionally, please do not share personal information about others via social media.

Contacting Us

Any questions relating to this Privacy Statement or your personal information can be directed to:

General Manager Business and Governance Services (Privacy Officer)

Corangamite Catchment Management Authority

64 Dennis Street P.O. Box 159 COLAC Victoria 3250

Ph: 1800 002 262

Email: info@ccma.vic.gov.au

Complaints

Complaints in the first instance should attempt to be made directly with the Corangamite CMA business unit directly as this often assists in resolving any complaints in a timely and effective manner.

Complaints relating to privacy and confidentiality will be managed by the Corangamite CMA Business and Governance Services General Manager.

Complaints must be forwarded in writing to the Business and Governance Services General Manager. (via email info@ccma.vic.gov.au). The Business and Governance Services General Manager will be responsible for:

- i. appointing an appropriate person to undertake an investigation of the complaint and to provide recommendations as to an appropriate response;
- ii. liaising with the Chief Executive Officer to determine what actions the Authority will take; and
- iii. providing a written response in respect of the outcome to the complainant,

Complaints will be investigated and a written response be provided as soon as possible (but no later than 30 days). If an individual is not satisfied with the way in which the Corangamite CMA handles information or manages a complaint, a formal complaint can be made to the Office of the Victorian Information Commissioner (see contact details below).

Office of the Victorian Information Commissioner

PO Box 24274
MELBOURNE
Victoria 3001

Ph: 1300 006 842

Web: www.ovic.vic.gov.au