



PRIVACY POLICY

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DATE OF EFFECT:	
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1 Introduction

The Public Service Association and Professional Officers' Amalgamated Union of NSW ("PSA") and the Community and Public Sector Union – NSW Branch ("CPSU NSW") (together "the Unions") are committed to protecting your privacy and comply with the *Privacy Act 1988* (Cth) ("Privacy Act") and the Australian Privacy Principles ("Privacy Principles"). This Privacy Policy should be read in conjunction with the Privacy Act and Privacy Principles.

2 How this Policy applies

This policy applies to personal information the Unions collect from you:

1. via one of our websites;
2. via social media;
3. via telephone;
4. via email;
5. via fax;
6. in person;
7. in writing;
8. via surveys; and
9. via banking and financial institutions.

This Policy also applies to personal information the Unions collect from the Australian Council of Trade Unions (ACTU) or any other third party, about you.

3 The Type of Information That the Unions May Collect

From time to time you may voluntarily supply your personal information to the Unions. The Unions will record your e-mail address if you send us a message, subscribe to an email newsletter, or complete a form if this information is requested.

When you provide your personal information, it allows us, for example, to assist you with industrial relations and employment queries, inform you about industrial, social and political campaigns, and accept your application for membership. You may supply personal information to the Unions by, for example, responding to a survey, filling in a meeting attendance sheet, taking part in a competition, completing a membership form, discussing your issues with a delegate, purchasing goods or services, or signing up to a campaign. The Unions only collect personal information that is necessary for the Unions to perform its functions and/or activities.

Depending upon the circumstances you may provide to the Unions, and the Unions may collect, information such as, but not limited to:

1. Your name;
2. Your contact details;
3. Your address;
4. Whether you are of Aboriginal or Torres Strait Islander heritage;
5. Your social media details (e.g. Blogs, twitter, Facebook, linkedin);
6. Your gender;
7. Your date of birth;
8. Your marital status;
9. Your employment details including occupation, classification, worksite, employment state and pay id serial number;
10. Your educational qualifications;
11. Your inquiry or complaint details;
12. Your involvement in union activities;
13. Your bank account and/or credit card details; and
14. Case notes for industrial inquiries made by you.

4 The Purposes for Which Personal Information Is Collected, Held, Used and Disclosed

The Unions collect, hold, use and disclose your personal information to:

1. Assist you with industrial relations and employment queries;
2. Inform you about industrial, social and political campaigns;
3. Inform you about your rights at work;
4. Inform you about changes to legislation;
5. Refer you to a legal practitioner, accountant or other professional;
6. Improve our service delivery;
7. Manage our relationship with you;
8. Conduct surveys and research;
9. Provide educational services and professional development;
10. Conduct union elections;
11. To make payments to you by cheque or electronic funds transfer for the purposes of refunds or other payments; and
12. To assist in recruitment and enabling union activism by providing names of current union members in your workplace or sub branch to local delegates and representatives.

5 Disclosure of Personal Information

The Unions may disclose your personal information, in connection with or to further the

purposes outlined above, to:

1. The ACTU;
2. Government bodies or agencies (including the Fair Work Commission, the Industrial Relations Commission, the Fair Work Ombudsman, the Australian Tax Office, an anti-discrimination body, a work/occupational health and safety regulator;
3. Insurance companies where the Unions hold a policy that covers you;
4. The Union Shopper;
5. Auditors appointed by the Unions to conduct audits in accordance with legal requirements;
6. The Australian Electoral Commission or NSW Electoral Commission; or
7. As otherwise consented to or as required by law.

If any of these organisations are located outside Australia, you expressly consent to us disclosing your personal information to those organisations. We take reasonable steps to ensure that each organisation that we disclose your personal information to is committed to protecting your privacy and complies with the Australian Privacy Principles, or is subject to a law or scheme that is at least substantially similar to the way in which the Australian Privacy Principles protect information. By providing your personal information to the Unions, you consent to us transferring your personal information to such other organisations.

6 Storage of Personal Information

Wherever reasonably practicable the Unions hold electronic personal information on data servers that are owned and controlled by the Unions in Australia. The data servers are password protected and login secured with encrypted storage. However, by providing personal information to the Unions, you consent to your information being stored and processed on a data server or data servers (e.g. cloud services) owned by a third party or third parties that may be located either inside or outside of Australia. The Unions will take reasonable steps to ensure that any third party providers comply with the Privacy Principles. If personal information is only routed through servers located outside of Australia – this is not regarded as a disclosure.

Wherever reasonably practicable the Unions holds physical personal information in access controlled premises. When the Unions no longer requires your personal information for a specific purpose and we are not required to keep it to comply with any laws, we will take such steps as are reasonable in the circumstances to destroy your personal information or to ensure that the information is de-identified.

7 Job Applications

Personal information provided to the Unions in relation to a job application will only be collected, held, used and disclosed for the purposes of considering potential employment with the Unions. By applying to the Unions you consent to your records being retained securely for up to 12 months for future recruitment purposes, thereafter your records are deleted.

8 PSA and CPSU NSW Websites

The Unions' websites and associated infrastructure collect two types of information. The first type is anonymous information. The infrastructure makes a record of your visit and logs information including, but not limited to the following for statistical and security purposes:

1. the user's IP address;
2. the user's general geographical location, according to their ISP;
3. the date and time of the visit to the site;
4. the pages accessed and documents downloaded;
5. the type of browser used.

No attempt will be made to identify users or their browsing activities except, in the unlikely event of an investigation, where a law enforcement agency may exercise a warrant to inspect the infrastructure logs. Another way information may be collected is through the use of "cookies". A cookie is a small text file that the website may be placed on your computer. Cookies may be used, among other things, to track the pages you have visited, to remember your preferences and to store personal information about you. You can adjust your Internet browser to disable cookies or to warn you when cookies are being used. However, if you disable cookies, you may not be able to access certain areas of the Website or take advantage of the improved web site experience that cookies offer. Our websites may contain links to other websites and social media pages including Facebook, Twitter and LinkedIn. We are not responsible for the privacy policies of the entities responsible for those websites and we recommend that you review the privacy policies applicable to any other websites you visit.

9 Accessing Your Personal Information

You have the right to request access to your personal information and request that it be updated or corrected. In most cases you can gain access to your personal information that the Unions hold. To request a correction of, or updating of any personal information held about you, please email membership@psa.asn.au.

To request access to your records/file write to Manager of Member Services & Governance at the following address:

Manager Member Services & Governance
Public Service Association of NSW
GPO Box 3365
Sydney NSW 2001
or
Email: membership@psa.asn.au

General enquiries can be made via telephone by calling 1300 772 679

The Unions require that you provide proof of identity in order to seek access to your personal information. The Unions may charge a reasonable fee where access is provided. The Unions may refuse to provide access if permitted to do so by law or under the Privacy Principles. The Unions will seek to provide you with access to your personal information within 30 days of receipt of a valid request.

It is important that we keep our membership details up to date. Please contact the Union to update any personal information:

1. Telephone: 1300 772 679
2. Email: membership@psa.asn.au

The Unions may also take steps to update your personal information by reference to publicly available sources such as telephone directories or electoral rolls.

10 Making a Complaint

The Unions seek to deal with complaints about privacy as follows:

1. Complaints will be treated seriously;
2. Complaints will be dealt with promptly and confidentiality;
3. Complaints will be investigated by a delegated officer;
4. The outcome of an investigation will be provided to the complainant where the complainant has provided their identity.

To make a complaint about an alleged breach of the Privacy Principles or this Policy please write to or email Member Services at:

Manager Member Services & Governance
Public Service Association of NSW
GPO Box 3365
Sydney NSW 2001

Email: complaints@psa.asn.au

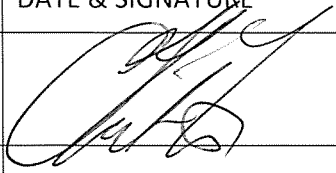
Please provide all details in writing about your complaint together with all supporting documentation. The Unions will seek to deal with any privacy complaints confidentially, seriously and promptly.

Complaints will be investigated by the Unions' Privacy Officer; and the outcome of an investigation will be provided to the complainant where the complainant has provided proof of identity.

The Unions will seek to respond within 30 days of receipt of a valid complaint. Alternatively, the Unions may refer the concern or complaint to an independent mediator or the Office of the Australian Information Commissioner.

11 Varying this Policy

This Policy may be varied from time to time and an updated version will be posted on the Unions website. Please check regularly to ensure that you have the most recent version of the Policy.

	DATE & SIGNATURE
ENDORSED BY GENERAL SECRETARY:	
CENTRAL COUNCIL ENDORSEMENT/ RESOLUTION NUMBER (if applicable)	