



Privacy Policy

1 Purpose

This Policy ensures that Southern Queensland Landscapes (SQ Landscapes) meets its privacy and confidentiality obligations. This includes the statutory compliance under the various instruments of privacy legislation in Australia and SQ Landscapes moral obligations to its employers, employees, volunteers, contractors and landholders to ensure that information that it holds is treated with the utmost privacy, discretion and integrity.

2 Responsibilities

It is the responsibility of all SQ Landscapes personnel and Board Directors to:

- Be familiar with SQ Landscapes legislative requirements regarding privacy of personal information;
- Understand SQ Landscapes ethical standards regarding the treatment of other confidential information relating to its employees, volunteers, contractors and landholders;
- Ensure systems and training are in place across the organisation to adequately protect the privacy of personal and confidential information and to act in accordance with these systems; and
- Comply with this Privacy Policy and the associated procedures.

3 Associated Documents

The following documents relate to this Policy:

- Legislative references:
 - a) Privacy Act 1988;
 - b) Information Privacy Act (Qld) 2009; and
 - c) Privacy Amendment (Enhancing Privacy Protection) Act 2012.

4 Personal Information Collected

The following wording outlines the Company's Privacy Policy and is to appear on SQ Landscapes outward facing platforms:

“Southern Queensland Landscapes values the privacy of its staff, Board, Members, contractors, community members and landholders and will only collect personal information that is necessary for it to carry out its functions and services. Normally, this will include information that identifies you and allows us to make contact, correspond or make a commercial agreement with you and may include details about your property.”

In the case of employees and volunteers, we will collect personal information which allows us to perform our roles within SQ Landscapes.



5 How Personal Information Is Held

In carrying out SQ Landscapes business, the following wording is required for any contracts (through the standard terms and conditions) or other relevant information products and materials:

“We will normally only collect personal information from you directly, and with your consent to do so. We will tell you why we are collecting the information, what we plan to do with it and identify any third parties to whom we might disclose your personal information where it is required. We may use a third party to collect personal information from you and if this is the case, they will advise you that they are collecting information on our behalf.

If we receive your personal information from another source other than from you in the normal course of our business activities, we will contact you to let you know that we have obtained your personal information, how we have obtained your personal information, what we intend to do with it and seek your consent to deal with it, as if we had collected the information from you directly.

When browsing our website, we may log information about your visit to the site. This information is used for statistical purposes and will not be used to identify or contact you without your permission. If you provide us with other personal information via our website, it will only be used for the purpose for which it was provided and within the terms of our Company’s Policy.

All personal information is securely stored, either in electronic or hard copy form. Electronically secured personal information is stored in a password-protected environment. Hard copy records are stored securely within the premises, which is protected by security alarm”.

6 What Personal Information Is Used For

SQ Landscapes will use personal information for one or more of the following purposes:

- To contact people regarding natural resource management issues and relevant Company business;
- To create formal service or other business agreements;
- To provide information about natural resource management topics and issues in a variety of formats, including but not limited to newsletters and handouts;
- As content for case studies, media releases, reports or newsletters. We will seek permission before publicly publishing any personal information; and
- Where permission is given, images may be used in promotional materials and publications, media and social media purposes. Refer: *Photo Consent Form*.

The Company will ensure that any formal request for it to cease to hold or use private information gained in compliance with this policy is honoured.

Unless SQ Landscapes receives a formal request to delete or otherwise destroy personal information held by the Company, the information will be held until it is no longer relevant to the Company’s functions, services or other business or legal requirements.



7 Disclosure to Third Parties

SQ Landscapes will only disclose personal information to a third party if it is necessary to carry out the functions and services for which it was collected in the first place. This may include disclosure to contractors working for, or on behalf of SQ Landscapes.

It may also include disclosure to investors in the project to which the information relates or to their contractors or representatives for the purpose of reporting, research or analysis required under our funding agreement(s) with them.

The Company will de-identify personal information to the extent that it is practical to do so before disclosing it to any third party. Personal information will be managed in accordance with both the purpose for which it was collected and in accordance with the Australian Privacy Principles (APP) of the Privacy Act, 1988 (Cth) (“the Privacy Act”).

If personal information is disclosed by the Company to a government agency in accordance with a requirement in a funding agreement, this information may become subject to further disclosure under freedom of information or right to information laws.

Personal information may be disclosed to enforcement authorities if the company is legally required to do so.

8 Accessing Personal Information

Any person wishing to access personal information or find out if SQ Landscapes holds personal information about them, the person can contact SQ Landscapes in writing via the Company website or by contacting the Company directly through normal channels. The Company will comply with any properly made request unless the company has a legal right or requirement to do so in accordance with the Privacy Act.

Should it be discovered that SQ Landscapes holds information which may be incorrect or otherwise in error, the Company will make best efforts to correct the records as soon as practicable. If it is not possible to comply with the request for valid reasons, the Company will give reasons for not complying.

9 Disclosure of Personal Information to Overseas Recipients

SQ Landscapes utilises internet carriers to transmit and store documents, databases and other data forms that may contain personal information. In carrying out these transmission and storage functions on behalf of SQ Landscapes these providers may transmit or store personal information in overseas jurisdictions. SQ Landscapes will take reasonable steps to ensure that these providers have adequate privacy and security measures in place.

Data (which may contain personal information) may be disclosed to specified parties by the service provider (in accordance with their service agreement with SQ Landscapes), if the service provider has a good faith and legitimate reason to do so (in the case of law enforcement, for example) within the terms of service that SQ Landscapes has been agreed between both parties. We will notify you of any other specific disclosure to overseas recipients prior to the disclosure taking place.

SQ Landscapes will make all attempts to satisfy itself that the privacy policies and procedures of all service providers and sub-contractors that it engages with meet the requirements of the APP to the extent that it is practicable to do so.



10 Complaints

Any person or entity unhappy with the way personal information is managed by SQ Landscapes or believes that personal information has been treated other than in accordance with this Policy should contact the Company in the first instance. Complaints should be addressed in writing to the Chief Executive Officer and should detail the nature of the concern(s). The Company will respond to concerns within 30 days of receipt.

If a person is not satisfied with the handling of the complaint, or the Company does not meet its 30-day obligation to respond, a complaint should be lodged with the Privacy Commissioner. Information on making a complaint to the Privacy Commissioner is available at <http://www.oaic.gov.au/privacy/privacy-complaints>, by calling 1300 363 992 or emailing enquiries@oaic.gov.au.