

POLICY



PRIVACY POLICY

<i>Policy Number:</i>	09	<i>Version:</i>	V5
<i>Last updated on:</i>	4-Aug-2025	<i>Approved by SQL on:</i>	4-Aug-2025
<i>Responsible person:</i>	Chief Executive Officer	<i>Scheduled review date:</i>	Aug-2026

1 PURPOSE

- 1.1** The purpose of this privacy policy is to set out the type of information Southern Queensland Natural Resources Management Ltd ABN 40 627 143 202 trading as Southern Queensland Landscapes (SQ Landscapes/we/us) will collect and how we will hold, use and disclose your personal information, which you provide to us.
- 1.2** SQ Landscapes values the privacy of its employees, volunteers, contractors, landholders and community members. The way we manage your personal information is governed by the Privacy Act 1988 (Cth) (Privacy Act) and the Australian Privacy Principles (APPs) established under the Privacy Act. Please note that this Privacy Policy does not extend your rights or SQ Landscapes' obligations beyond those defined in the Privacy Act. If there is any inconsistency between this Privacy Policy and the Privacy Act, this Privacy Policy shall be interpreted to give effect to and comply with the Privacy Act.
- 1.3** Whenever it is lawful and practicable, we may allow you the option of not identifying yourself when dealing with us. For example, general access to our website does not, and general telephone queries do not, require you to disclose personal information about yourself. However, there are parts of our website where we may need to collect personal information from you for a specific purpose – for example, to receive information from us. By providing your personal information you are deemed to have consented to the collection, use, disclosure and storage of that information as outlined in this Privacy Policy.



Related Regulation

- Privacy Act 1988 (Cth) and Australian Privacy Principles
- Information Privacy Act (Qld) 2009
- Privacy Amendment (Enhancing Privacy Protection) Act 2012 (Cth)

Related Policies

- Cybersecurity Policy
- Code of Ethical Conduct
- Artificial Intelligence (AI) Policy

2 SCOPE

- 2.1** This policy applies to all employees, volunteers, board members, contractors, partners, temporary staff, consultant and authorised agents of SQ Landscapes.

3 DEFINITIONS

3.1 For the purposes of this Privacy Policy, the following terms have the following meanings:

- 3.1.1** 'Personal information' has the meaning given to it in the Privacy Act, being information or an opinion about an identified individual, or an individual who is reasonably identifiable, whether the information is true or not, and whether the information or opinion is recorded in a material form or not. Examples of personal information include an individual's name, address, telephone number and date of birth.
- 3.1.2** 'Sensitive information' includes information such as Personal Information revealing racial or ethnic origin, political opinions, religious or philosophical beliefs, trade union membership, genetic data, biometric data, data concerning health or data concerning a natural person's sexual orientation or practices. A much higher standard applies to this information.
- 3.2** This Privacy Policy includes examples but is not intended to be restricted in its application to such examples. Where the word 'including' is used, it shall mean 'including without limitation'.

4 POLICY

4.1 Collection and Use of Personal Information

SQ Landscapes will ordinarily only collect personal information that you choose to provide and where it is reasonably required.

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.

Your personal information will be collected by SQ Landscapes from a variety of sources including:

- our website;
- your engagement with our services;
- our organisation's activities, events or marketing;
- our interactions with you by mail, telephone, email or internet; and
- sources where you have consented to us collecting your information.

4.1.1 General information collected

We may collect the following types of personal and sensitive information:

- full name, date of birth, gender, address and contact details;
- geographical data and information about your property or land;
- information about your interactions with us (e.g. donations, participation in programs or research); and
- feedback, complaints, and survey responses.

4.1.2 Personal information collected via our website

Every time you visit the website, SQ Landscapes may collect information about you, including:

- the date and time of your visit to the SQ Landscapes website;
- your IP address;
- the type of browser and operating system you are using; and
- any address of a recurring site and any website you are about to visit.

The above information provides SQ Landscapes with details about how the website is used including the frequency and duration of visits, and which web pages you have accessed on the website. The information we collect will not personally identify you.

Most commercial websites, including our website, use cookies. Cookies are pieces of information that websites send to the browser and are stored in the computer hard drive. Cookies make using the website easier by storing information about your preferences on the website. Cookies will not identify you personally. If you would prefer not to receive cookies, you can alter your security settings on your web browser to disable cookies or to warn you when cookies are being used. However, by disabling the 'cookie' function in your web browser you may impede your ability to use parts of the website.

4.1.3 Sensitive information

Sensitive information will only be collected with your consent and when it is reasonably necessary to carry out SQ Landscapes' activities. SQ Landscapes assumes you have consented to us collecting any information that you provide to us in accordance with this Privacy Policy, including sensitive information, unless you tell us otherwise at the time you provide it.

4.2 Use of Personal Information

4.2.1 Use Generally

You consent for us to collect, use, disclose and store your personal information for one or more of the following purposes:

- to conduct our activities including natural resource management services and support;
- to provide information about natural resource management to you;
- to communicate with you;
- to provide services to you or enter into formal business agreements;
- to conduct research initiatives;
- to comply with our legal and regulatory obligations;
- to comply with the reporting requirements of our funding bodies;
- to process donations;
- to help us manage and improve our services;
- to assess, train, work with and manage our staff, volunteers and contractors; and
- to protect the safety and security of our staff, premises and assets.

4.2.2 Promotions, marketing, E-newsletters

We may use information for internal marketing analysis, for example, to assess trends amongst the people and organisations we engage with or to measure the amount of traffic to our website. We may also use your personally identifiable information in order to communicate with you. Generally, we do not rely on consent as

a legal basis for processing your personal data although we will get your consent before sending third-party direct marketing communications to you via email or text message. You have the right to withdraw consent to receive marketing information at any time by contacting us or using the 'unsubscribe' feature included in our electronic communications.

4.3 Third-Party Businesses and Websites

Our website may contain links to other websites outside of our control and which do not operate under this Privacy Policy. When you click through to these websites, this policy no longer applies. We recommend that you read the privacy policies for all third-party websites.

4.4 Disclosure

You consent to SQ Landscapes disclosing your personal information:

- to third parties who assist us in providing services or who perform functions on our behalf (such as mail service providers, professional advisers and specialist consultants);
- to organisations that assist us in research and development;
- to investors of our projects 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;
- where it is required, authorised or permitted by law;
- in the public interest (for example where a crime, fraud or misdemeanour is committed or suspected and disclosure is justified); and
- to anyone else who you authorise us to disclose it to from time to time.

We use our best endeavours to ensure that we only disclose personal information to third-party service providers that have implemented appropriate systems and processes to protect your personal information.

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

SQ Landscapes will de-identify personal information to the extent that it is practical to do so before disclosing it to any third party

We will only disclose personal information, other than as mentioned above, where we are legally required or compelled by a law enforcement or government agency to do so.

4.4.1 Overseas disclosure

Regularly check AI systems for compliance with data protection laws and sector standards. Handling large amounts of personal data necessitates stringent measures to ensure the privacy and security of individuals, particularly those vulnerable populations who are often stakeholders.

Ensure that data is stored and processed in accordance with the organisation's privacy and cyber security policies and legal requirements, as well as the Data Sharing Agreements covered in The Australian Privacy Principles and The Privacy Act 1988 which are the relevant laws covering Data Sharing Agreements.

4.5 Protecting Your Personal Information

We take reasonable steps to:

- protect your information from misuse, interference, loss, and unauthorised access or disclosure;
- ensure staff are trained on privacy obligations; and
- destroy or de-identify information when it is no longer required.

Your 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. Access will be restricted to those within SQ Landscapes who require it to carry out their role within SQ Landscapes.

SQ Landscapes treats breaches of your privacy very seriously and any breach will result in disciplinary action being taken. If a data breach occurs that involves unauthorised access to, disclosure of, or loss of personal information and this is likely to result in serious harm to any individual about whom the information relates, we will comply with the data breach notification scheme in the Privacy Act.

4.6 Retention of Data

We retain personal information for as long as it is necessary to fulfil the purposes for which it was collected, including to comply with applicable legal, regulatory, and reporting obligations.

Once personal information is no longer required for any lawful purpose, we will take reasonable steps to securely destroy or permanently de-identify the information.

4.7 Accessing and Updating Your Personal Information

You have a right to request access to the personal information that we hold about you. The right to access is subject to certain exceptions allowed by law. If you wish to access your information, please contact our Privacy Officer on the details listed below. SQ Landscapes will, subject to applicable privacy laws, provide you with access to your information that is stored with us, and will deal with your request in a reasonable time frame, in most circumstances within 30 days.

Please be aware, in some circumstances the law permits SQ Landscapes to refuse your request to provide you with access to your personal information. In addition to privacy laws, you may have rights to access your personal information contained in certain SQ Landscapes documents through the Freedom of Information Act 1982 (Cth).

If you believe that any information, we hold about you is incorrect, out of date, irrelevant or misleading we will take reasonable steps to correct this information once it is brought to our attention.

4.8 Lodging a Complaint

If you have a complaint about how we handled your personal information or about any decision to refuse access or correction of your personal information, please contact us using the contact details below. We will request that you lodge your complaint in writing.

We will acknowledge receipt of your complaint as soon as possible after receiving your written complaint. We will then investigate the circumstances of your complaint and provide you with a response within a reasonable timeframe, in most circumstances within 30 days.

If you are still not satisfied with how your complaint is handled by us, then you may lodge a formal complaint with the Office of the Australian Information Commissioner at:

- **Telephone:** 1800 841 118 (if calling from outside Australia including Norfolk Island please call: +61 3 7045 5077)
- **National Relay Service:**
 - TTY users phone 133 677 then ask for 1800 841 118
 - Speak and Listen users phone 1300 555 727 then ask for 1800 841 118
 - Internet relay users connect to the National Relay Service then ask for 1800 841 118
- **Post:** Office of the Australian Information Commissioner, GPO Box 5218, SYDNEY NSW 2001
- **Fax:** +61 2 9284 9666
- **Email:** enquiries@oaic.gov.au
- **Website:** <http://www.oaic.gov.au/privacy/making-a-privacy-complaint>

4.9 Changes to this Privacy Policy

SQ Landscapes may change this Privacy Policy at any time. If we change this Privacy Policy, those changes will be set out in that revised policy and displayed on our website, so that you have immediate access to the changes. If you have any questions in relation to SQ Landscapes' commitment to privacy, please contact our Privacy Officer.

4.10 How to Contact Us

If you wish to contact us about your personal information, to obtain further information or lodge a complaint, you should contact us at the following details:

- **Email:** admin@sqlandscapes.org.au
- **Phone:** (07) 4620 0111

5 REVIEW

The Policy document must be reviewed on an annual basis and updated if required, to ensure it remains up-to-date and continues to meet the requirements of SQL.

Version control

Date of Review	Amendments made	By whom