

TASMANIAN PUBLIC FINANCE CORPORATION

Privacy Policy

Approval date	Approved by	Review date	Policy Owner
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1. Purpose

The Tasmanian Public Finance Corporation (TASCORP) is committed to respecting your privacy, protecting your personal information, and complying with its obligations under the *Personal Information Protection Act 2004* (Tas) (PIP Act).

This policy outlines:

- How and why we collect, hold, use and disclose Personal Information; and
- Your rights to access Personal Information collected by TASCORP.

2. Scope and application

This Policy applies to:

- All current and past TASCORP employees;
- All current and past TASCORP Board members;
- Applicants for employment;
- Clients and client representatives;
- Service providers;
- Migration bond investors;
- Members of the public who contact TASCORP through telephone or email;
- Visitors to TASCORP's website;
- Visitors to TASCORP's premises; and
- Any other individuals whose personal information we hold.

In this policy, the above people are referred to as 'You' or the 'individual'.

Our employees are trained to protect your information in accordance with our policies, procedures and systems.

3. Authority

This Policy is approved by TASCORP's Board and will be reviewed on a biennial basis. Updates to the policy will be published on TASCORP's website. If you have any questions about the application of this policy, please contact TASCORP using the details in Section 14.

4. Definition of Personal Information

This policy applies to Personal Information, which is defined in the PIP Act to mean any information or opinion in any recorded format about an individual:

- Whose identity is apparent or is reasonably ascertainable from the information or opinion; and
- Who is alive or has not been dead for more than 25 years.

This policy does not apply to information contained in a document that is publicly available such as a public register or in prominent position on a web page.

Personal Information may include your name, address and telephone number. It can also include other information about your identity, personal circumstances or employment.

5. Sensitive Information

Sensitive information is a subset of Personal Information which is subject to more stringent rules. Sensitive Information includes information or opinion relating to an individual's:

- Race;
- Religion;
- Membership or a political association or trade union;
- Sexual preference;
- Criminal record; or
- Health information.

TASCORP will only collect Sensitive Information where necessary and allowable under the PIP Act and will receive the individual's consent wherever possible. TASCORP will dispose of Sensitive Information as reasonably practicable after it is no longer needed for any purpose.

6. Type and Purpose of Information Collected

TASCORP may collect Personal Information about various individuals in order to carry out its functions and activities. The following outlines the method and type of information collected by TASCORP and the purpose for which said information is collected.



It should be noted that some of the types of information outlined below may not be considered Personal Information in isolation (for example website visit details). However, in the context of how it is collated and presented with further information, it may form part of a record that together amounts to Personal Information (for example date of birth when coupled with name).

6.1 TASCORP Employees, Board members and Applicants for Employment

TASCORP may collect the following information from its employees (include cadets and secondees) and applicants for employment with TASCORP:

- Name;
- Date of birth;
- Home address;
- Telephone numbers;
- Background employment;
- Training and education;
- Personal information of referees;
- Tax File Numbers;
- Bank account details;
- Salary details;
- Superannuation details;
- Terms and conditions of employment;
- Performance and disciplinary action;
- Hours of work;
- Membership of professional associations or unions;
- Medical certificates relating to personal leave; and
- Leave entitlements and the taking of leave

TASCORP conducts probity checks on its prospective employees, which may result in Sensitive Information, including criminal record or bankruptcy, being collected. TASCORP has obligations under the *Archives Act 1983* (Tas) which remain even if a person is no longer an employee. Certain Personal Information records will need to be kept for a longer period to satisfy the record keeping requirements.

6.2 Clients, Client Representatives and Service Providers

Example of details collected:

- Name;
- Workplace address;
- Telephone number
- Email address;
- Position held;
- ABN number; and
- Authority to act on client's behalf.

The purpose for collecting Personal Information from clients, client representatives and service providers is to ensure TASCORP is dealing with appropriately qualified parties who have authority to act in the required manner to allow TASCORP to carry out its functions.

6.3 Migration Bond Investors

TASCORP provides Government-guaranteed bonds, or 'Migration Bonds', in Tasmania as Designated Investments under several visa classes.

TASCORP collects Personal Information from applicants through the Migration Bond application process, including:

- Name;
- Home address;
- Date of birth;
- Citizenship details;
- Telephone number;
- Tax File Number;
- Bank account details; and
- Identity documentation (driver's licence, passport and birth certificate).

This information is collected or received for the purpose of assessing the application and recording, administering and making payments with regard to the migration bond investment, and to comply with TASCORP's obligations under the *Anti-Money Laundering and Counter-Terrorism Financing Act 2006* (Cth).



Personal Information relating to Migration Bond investors may also be disclosed to the following third parties in connection with assessing an application. See Section 7 for more general information on Disclosure.

- The Department of Home Affairs, which is responsible for the administration of business migration visas;
- Regulatory bodies and government agencies or law enforcement agencies;
- Third parties (which may be located outside of Victoria and Tasmania) engaged by TASCORP to assist it verify an applicant's identity and to comply with anti-money laundering and counter-terrorism financing laws;
- The Officer of the Migration Agents Registration Authority, which registers and oversees migration agents who give immigration assistance, or its related bodies; and
- An applicant's agent or representative.

6.4 TASCORP website and email

TASCORP does not generally collect Personal Information from visitors to its website. The following general information (not easily used to identify an individual) may be collected:

- Server IP address (a number unique to the machine through which the connection to the internet is made);
- The top-level domain name (for example: .com, .gov, .au, .uk);
- The date and time of the visit;
- The pages accessed and documents downloaded;
- The address of the referring site (for example, the previous site visited);
- The general geographical area from which the person has accessed the website; and
- The type of browser and operating system used.

The information collected via the website is used for general statistical and systems administration purposes.



When an email is sent to TASCORP, the address and message are recorded and used for the purpose for which it was provided. Email addresses are not added to a mailing list without the consent of the sender.

6.5 Telephone recordings

TASCORP records the telephone lines used by employees involved in entering transactions over the phone. Such recordings may capture Personal Information including:

- Name;
- Address;
- Employer;
- Telephone number; and
- Any other information discussed by the parties.

The recordings are used for the purpose of verifying the particulars of verbal agreements entered into on behalf of TASCORP. A sample of the recordings are periodically listened to by TASCORP employees or contractors to monitor the quality of the recordings.

6.6 Security Cameras

TASCORP operates security cameras in the foyer area of its workplace. The footage is live streamed to monitors in the main office area and recorded. The cameras may capture footage of any person who visits or attends TASCORP's workplace, and those people may be recognisable.

The purpose of the recorded footage is to alert TASCORP personnel to the arrival of visitors and for security reasons.

7. Use and Disclosure

'Use' of Personal Information in this context generally means where TASCORP handles or undertakes an activity with the information, keeping the information within the entity's effective control. 'Disclosure' here generally refers to where TASCORP makes the Personal Information accessible to others outside the entity and releases the subsequent control of the information.



TASCORP will take reasonable steps to only use or disclose Personal Information for the purpose for which it was collected (primary purpose).

TASCORP may use or disclose Personal Information for a secondary purpose in the following circumstances:

- The secondary purpose is related to the primary purpose and use or disclosure is within reasonable expectations of the individual; or
- The individual has consented to the use or disclosure.

Disclosures may also be made in cases where there is a strong public interest in doing so (for example serious threat to life, where disclosure is required by or under law and where it is necessary for legal proceedings) without consent or regard to the purpose for which it was collected.

7.1 Disclosure outside of Tasmania

TASCORP only discloses Personal Information to another person or body outside of Tasmania if:

- TASCORP reasonably believes that the recipient of the Personal Information is subject to a law, binding scheme or contract that has information handling provisions that are similar to the Tasmanian Personal Information Protection Principles in the PIP Act;
- The individual consents to the disclosure;
- The disclosure is authorised or required by any law, regulation or obligation (including Migration Bond applications); or
- The disclosure is necessary for:
 - The performance of a contract between the individual and TASCORP;
 - The conclusion or performance of a contract between TASCORP and a third party, where it concludes in the interests of the individual.

8. Tax File Numbers

TASCORP receives Tax File Number information for some of its functions and is therefore considered a 'File Number Recipient' for the purposes of the *Privacy Act 1988* (Cth) (Privacy Act).

TASCORP will comply with its Privacy Act obligations in relation to the collection, storage, use, disclosure, security and disposal of Tax File Number information.

Under the Notifiable Data Breach Scheme, TASCORP will notify the office of the Australian Information Commissioner and, where practical any impacted individuals, if a breach involving Tax File Number information has occurred and is likely to result in serious harm.

9. Data Quality

TASCORP will take reasonable steps to ensure that the Personal Information it collects, uses, holds or discloses is accurate, complete, up to date and relevant to its functions or activities.

10. Data Security

TASCORP will take reasonable steps to:

- Protect the Personal Information it holds from misuse, loss, unauthorised access, modification or unintended disclosure; and
- Destroy or permanently de-identify Personal Information as reasonably practicable after it is no longer needed for any purpose.

Personal Information is held in physically secure premises either at:

- TASCORP's office;
- TASCORP's Business Continuity site; or
- Archived at a secure off-site facility.

To ensure the security and integrity of information stores electronically, TASCORP utilises information security technology such as firewalls, anti-virus software and authenticated network access.

11. Access and Correction

On written request, TASCORP will take reasonable steps to advise in general terms what sort of information it collects, holds, uses and discloses and for what purposes.

Individuals who would like to access or seek correction of Personal Information held by TASCORP, should make this request in writing as per the contact details in Section 14. In most instances, TASCORP will be able to provide reasonable opportunity to access Personal Information. However, there may be cases where access to the information may reveal commercially sensitive decision-making information. In this case, an explanation will be provided and TASCORP will work with the individual to resolve the matter.

12. Anonymity

Given the nature of TASCORP's activities, it is not feasible for individuals to enter into transactions with TASCORP without identifying themselves in most instances. However, in limited circumstances, where it is lawful and practical, individuals may have the option of not identifying themselves when interacting with TASCORP.

An individual can access and browse TASCORP's website without disclosing Personal Information.

12.1 Unique Identifiers

TASCORP will not assign a unique identifier to an individual unless it is necessary for it to carry out its functions efficiently. TASCORP will not adopt as its own an identifier that has been assigned to a person by another Personal Information Custodian, such as a Tax File Number.

13. Disposal

In general, TASCORP will dispose of or permanently de-identify Personal Information as reasonably practicable after it is no longer needed. However, disposal must be in accordance with TASCORP's obligations under the *Archives Act 1983* (Tas).

14. Contact Information and Complaints Process

All requests for access to Personal Records (including third-party records), more information about TASCORP's Privacy obligations, or any complaints about breaches of privacy or information handled by TASCORP can be made to the following:

Attention: TASCORP Privacy Officer

Address: Level 7, 1 Franklin Wharf, Hobart TAS 7000

Telephone: (03) 8396 1200

Email: Tascorp@tascorp.com.au

Please allow us reasonable time to respond to your request.

TASCORP's Right to Information procedures can be found on the TASCORP website and may also be used to request Personal Information if desired.

If you are not happy with the outcome of the Privacy Officer's investigation, or we have not replied to you within a reasonable time, then you can raise your concerns with Ombudsman Tasmania in the following ways:

Ombudsman Tasmania

Level 6, 86 Collins Street, Hobart TAS 7000

Telephone: 1800 001 170

Online: <https://www.ombudsman.tas.gov.au/complaints>

15. Legislative Framework

- *Personal Information Protection Act 2004* (Tas)
- *Privacy Act 1988* (Cth)
- *Archives Act 1983* (Tas)