



## Privacy Policy (Revision 2)

*This Policy sets out how the Great Barrier Reef Marine Park Authority collects and manages personal information.*

*Target audience: External third parties*

### Purpose

1. The Great Barrier Reef Marine Park Authority (“**GBRMPA**”) recognises the importance of protecting the privacy and the rights of individuals in relation to their personal information. This document is our privacy policy, and it tells you how we collect and manage your personal information.

### Context

2. We respect your right to privacy under the *Privacy Act 1988* (Cth) (“**Privacy Act**”) and we comply with all the Privacy Act requirements in respect of the collection and management of your personal information.

### Definitions

#### *What is your personal information?*

3. When used in this privacy policy, the term “personal information” has the meaning given to it in the Privacy Act. In general terms, it is any information that can be used to identify you and includes your name, address, telephone number, facsimile number, email address and profession or occupation. If the information we collect identifies you, or your identity can be reasonably ascertained from it, the information will be considered personal information.

### Policy statements

#### *What personal information do we collect and hold?*

4. We may collect the following types of information:
  - 4.1. name;
  - 4.2. mailing or street address
  - 4.3. e-mail address
  - 4.4. telephone contact number
  - 4.5. facsimile number
  - 4.6. age or birth date
  - 4.7. profession, occupation or job title
  - 4.8. racial or ethnic origin
  - 4.9. political opinion
  - 4.10. criminal records
  - 4.11. photos and images
  - 4.12. information you provide us for the purposes of engaging you in services or contracts for goods

CAUTION: Only the electronic copy of a document linked to the [‘Master Document List’](#) is controlled. Check the revision number of printed copies against this list to verify currency.

## Privacy Policy (Revision 2)

- 4.13. information relating to you that you provide to us directly through our websites or indirectly through use of our websites, through our representatives or otherwise
  - 4.14. information you provide us through our information desk, Reef HQ Aquarium, customer and client surveys, research surveys or visits by our representatives from time to time
  - 4.15. information received by us through our Field Management and Compliance program
  - 4.16. information you provide us when applying for permission to enter or use the Great Barrier Reef Marine Park ("**Marine Park**")
  - 4.17. information you provide us when making submissions on public consultations.
5. We may also collect some information that is not personal information because it does not identify you or anyone else. For example, we may collect anonymous answers to surveys or aggregated information about how users use our website.

### How do we collect your personal information?

6. We collect your personal information directly from you unless it is unreasonable or impracticable to do so. When collecting personal information from you, we may collect it in ways including:
- 6.1. through your access and use of our website and social media
  - 6.2. during conversations between you and our representatives
  - 6.3. when you complete an application or survey
  - 6.4. during stakeholder engagement meetings
  - 6.5. information supplied by you for the purposes of compliance with your obligations under the *Great Barrier Reef Marine Park Act 1975* and the *Great Barrier Reef Marine Park Regulations 1983*.
7. We may also collect personal information from third parties including:
- 7.1. credit reporting agencies, law enforcement agencies and other government agencies
  - 7.2. members of the public for the purposes of law enforcement.
8. Where possible, we will allow you to interact with us anonymously or using a pseudonym. For example, if you make a complaint relating to the use of the Marine Park. However, for most of our activities we usually require your name and contact information and enough information about the particular matter to enable us to fairly and efficiently engage with you and undertake our activities.

### Cookies

9. Some websites may use technology called cookies. Cookies are pieces of information that a website can transfer to your computer when you access information on that site. Cookies can make websites easier to use by storing information about your preferences on a particular site. The GBRMPA website does not use cookies.

### Website use

10. When you browse our website, our Internet Service Provider makes a record of your visits and logs (in server logs) the following information for statistical purposes:
- 10.1. your server and assigned IP address
  - 10.2. your top level domain name (for example .com, .gov, .au)
  - 10.3. your operating system (for example Windows, MAC)
  - 10.4. the date and time for your visit to the site
  - 10.5. the pages accessed and documents downloaded

CAUTION: Only the electronic copy of a document linked to the 'Master Document List' is controlled. Check the revision number of printed copies against this list to verify currency.

## Privacy Policy (Revision 2)

- 10.6. the previous site you visited
- 10.7. the type of browser used.
- 11. When you browse the GBRMPA website, no attempt will be made to identify you or your browsing activities except in the unlikely event of an investigation, where a law enforcement agency may exercise legal authority to inspect the Internet Service Provider's logs

### **What happens if we can't collect your personal information?**

- 12. If you do not provide us with the personal information described above, some or all of the following may happen:
  - 12.1. we may not be able to provide the requested products or services to you, either to the same standard, or at all
  - 12.2. we may not be able to provide you with information about products and services that you may want
  - 12.3. we may not be able to engage you in services or contract you for the provision of goods
  - 12.4. we may not be able to assess your application for permission to enter or use the Marine Park
  - 12.5. we may not be able to act on, or respond to, reports you make to us
  - 12.6. we may not be able to undertake research about the Marine Park
  - 12.7. we may be unable to tailor the content of our websites to your preferences and your experience of our websites may not be as enjoyable or useful
  - 12.8. you may be liable to pay a penalty or subject to an offence against the *Great Barrier Reef Marine Park Act 1975* and/or *Environment Protection Biodiversity and Conservation Act 1999* in instances where GBRMPA officers may compulsorily acquire your personal information.  
**Note** that you will be advised if such a compulsorily acquisition applies.

### **For what purposes do we collect, hold, use and disclose your personal information?**

- 13. We collect personal information about you so that we can perform our functions and provide best quality services for stakeholders and the public. Section 7 of the *Great Barrier Reef Marine Park Act 1975* sets out the function of GBRMPA.
- 14. We may collect, hold, use and disclose your personal information for the following purposes:
  - 14.1. to provide products and services to you and send communications requested by you
  - 14.2. to assess applications for permission to enter and use the Marine Park
  - 14.3. to answer enquiries, and provide information or advice about existing and new products or services
  - 14.4. to provide you with access to protected areas of our website
  - 14.5. to assess the performance of the website and improve the operation of the website
  - 14.6. to conduct business processing functions
  - 14.7. for the administrative, planning, product or service development, quality control and research purposes of GBRMPA, its contractors and service providers
  - 14.8. where we are required or authorised to collect your personal information under Australian laws and orders of the courts/tribunals
  - 14.9. to provide your personal information to our contractors or service providers where necessary for fulfilling contractual obligations

CAUTION: Only the electronic copy of a document linked to the 'Master Document List' is controlled. Check the revision number of printed copies against this list to verify currency.

## Privacy Policy (Revision 2)

- 14.10. to update our records and keep your contact details up to date
  - 14.11. to obtain your consent to use, disclose and/or publish your name, image and/or voice within our publications
  - 14.12. to process and respond to any complaint made by you
  - 14.13. to comply with any law, rule, regulation, lawful and binding determination, decision or direction of an enforcement body, court/tribunal, or in cooperation with any governmental authority or any country (or political sub-division of a country)
  - 14.14. to investigate suspected offences and ensure compliance with the *Great Barrier Reef Marine Park Act 1975* and the *Great Barrier Reef Marine Park Regulations 1983*.
15. Your personal information will not be shared, sold, rented or disclosed other than as described in this privacy policy.

### **To whom we may disclose your information?**

16. We may disclose your information to:
- 16.1. our employees, contractors or service providers for the purposes of operation of our website or our functions, fulfilling requests by you, and to otherwise provide information, products and services to you including, without limitation, web hosting providers, IT systems administrators, mailing houses, couriers, payment processors, data entry service providers, electronic network administrators, debt collectors, and professional advisors such as accountants, solicitors, business advisors and consultants
  - 16.2. to suppliers and other third parties with whom we have commercial relationships, for business marketing, and related purposes
  - 16.3. any organisation for any authorised purpose with your express consent
  - 16.4. government departments and agencies for purposes relevant to our functions
  - 16.5. the Office for the Minister for the Environment and Parliamentary offices
  - 16.6. courts and tribunals
  - 16.7. law enforcement bodies.

### **How can you access and correct your personal information?**

17. You may request access to any personal information we hold about you at any time by contacting us (details below). Where we hold information that you are entitled to access, we will try to provide you with suitable means of accessing it (e.g., by mailing or emailing it to you). We will not charge you for providing the information to you, or for the costs of making any corrections to your personal information.
18. There may be instances where we cannot grant you access to the personal information we hold. For example, we may need to refuse access if we are required or authorised to refuse access under a Commonwealth Act of Parliament. If that happens, we will give you written notice of the reasons for refusal within 30 days of receipt of your request, together with information about how you can complain about our refusal if you wish to do so.
19. If you believe that personal information we hold about you is incorrect, incomplete or inaccurate, then you may request us to amend it. We will consider whether the information requires amendment. If we do not agree that there are grounds for amendment, we will give you written notice of the reasons for the refusal within 30 days of receipt of your request, together with information about how you can complain about our refusal if you wish to do so.

## Privacy Policy (Revision 2)

### **What is the process for complaining about a breach of privacy?**

20. If you believe that we have breached your privacy, please contact us using the contact information below. Your complaint must be made in writing and describe how you think your privacy has been interfered with, so that we can investigate it. It will assist if you can explain:
  - 20.1. what happened
  - 20.2. when it happened (including dates)
  - 20.3. what personal information of yours was affected
  - 20.4. who did it (include names of individuals involved if known)
  - 20.5. how and when you found out about it.
21. Our procedure for investigating and dealing with privacy breaches is:
  - 21.1. the Privacy Officer receives written complaint about the alleged breach of privacy
  - 21.2. the Privacy Officer will acknowledge receipt of your complaint within a reasonable time
  - 21.3. if further information is required to investigate your complaint, the Privacy Officer will contact you to obtain further details about the alleged interference with your privacy
  - 21.4. the Privacy Officer will identify the relevant line area where the alleged breach has occurred and will provide details to the relevant Director to enable that Director to undertake a proper investigation of the alleged privacy breach
  - 21.5. the relevant Director will provide details of the alleged breach to the Privacy Officer
  - 21.6. the Privacy Officer will consider the details provided by the line area against the allegation of breach of privacy and determine whether there was a breach of privacy under the *Privacy Act 1988*.
  - 21.7. the Privacy Officer will respond to you within 30 days of receiving your complaint.
22. Under the Privacy Act, the Australian Information Commissioner has the power to investigate complaints, or practices which may be a breach of privacy. If you've made a complaint to us about the way in which your private information has been managed, and you don't believe the matter has been resolved satisfactorily, you should write to the Office of the Australian Information Commissioner (OAIC), preferably using the online Privacy Complaint form. Further information about making a privacy complaint to the OAIC can be found at <http://www.oaic.gov.au/privacy/making-a-privacy-complaint>.
23. You are also able to make a complaint directly to the OAIC rather than to us. In most cases however, it is likely that the OAIC would refer you back to us in the first instance to see if your complaint can be resolved without their involvement.

### **Do we disclose your personal information to anyone overseas?**

24. We may disclose personal information to third party service providers located overseas for some of the purposes listed above. In some instances it may be necessary to publish your personal information on the internet. For example, if you make a submission in relation to a public consultation, your name and submission may be published on the GBRMPA website. You will be advised if your personal information is to be disclosed on the internet or to an overseas recipient.
25. We take reasonable steps to ensure that the overseas recipients of your personal information do not breach privacy obligations relating to your personal information.

### **Security**

26. We take reasonable steps to ensure your personal information is protected from misuse and loss, and from unauthorised access, modification or disclosure. We may hold your

CAUTION: Only the electronic copy of a document linked to the 'Master Document List' is controlled. Check the revision number of printed copies against this list to verify currency.

## Privacy Policy (Revision 2)

information in either electronic or hard copy form. Personal information is securely destroyed or de-identified in accordance with our records disposal authority when no longer needed.

27. However, as our website is linked to the internet, and the internet is inherently insecure, we cannot provide any assurance regarding the security of transmission of information you communicate to us. We also cannot guarantee that the information you supply will not be intercepted while being transmitted over the internet. Accordingly, any personal information or other information which you transmit to us is transmitted at your own risk.

### Links

28. Our website may contain links to other websites operated by third parties. We make no representations or warranties in relation to the privacy practices of any third party website, and we are not responsible for the privacy policies or content of any third party website. Third party websites are responsible for informing you about their own practices.

### Contacting us

29. If you have any questions about this privacy policy, any concerns or a complaint regarding the treatment of your privacy, or a possible breach of your privacy, please use the 'Contact us' link on our website, or contact our Privacy Officer via the details set out below.
30. We will treat your requests and complaints confidentially, however we may need to disclose some of your personal information to properly investigate the complaint. Our representative will contact you within a reasonable time after receipt of your complaint to discuss your concerns and outline options regarding how they may be resolved. We will aim to ensure that your complaint is resolved in a timely and appropriate manner.
31. Please contact our Privacy Officer at:

#### Privacy Officer

#### Great Barrier Reef Marine Park Authority

2 - 68 Flinders Street  
PO box 1379  
Townsville Qld 4810  
Australia

Phone + 61 7 4750 0700

Email: [privacy@gbmpa.gov.au](mailto:privacy@gbmpa.gov.au)

[www.gbrmpa.gov.au](http://www.gbrmpa.gov.au)

Document Control Information		
Approved by:	General Manager, Great Barrier Reef Operations PN 393	Approved date: 13-Jul-15
Last reviewed:	18-Jun-15	
Next review:	13-Jul-17	
Created:	7-Feb-14	
Document custodian:	Director, Legal Services PN 109	
Replaces:	Replaces version 1 (dated 13-Jul-15)	

CAUTION: Only the electronic copy of a document linked to the 'Master Document List' is controlled. Check the revision number of printed copies against this list to verify currency.