



STANDARD OPERATING PROCEDURE

Privacy Policy

SOP ADM25

1 PURPOSE

Marine Rescue NSW (“MRNSW”) respects the privacy of its members and employees and other individuals with whom it deals. MRNSW is subject to the *Privacy Act 1988* (Cth) and complies with the Australian Privacy Principles (APPs) set out within that Act.

2 POLICY

2.1 What personal information is collected?

MRNSW members and employees:

- MRNSW collects limited information about individual members/applicants to join the organisation. This includes personal details such as name, date of birth, prior service, educational and vocational qualifications and information required for a criminal history check application and Informed Consent form to authorise this check. Contact details are also collected for the individual and their nominated emergency contact (address, phone number/s, email address/es).
- Sensitive information held on MRNSW members may include health information relating to their roles and responsibilities with MRNSW and details on a criminal history check application and Informed Consent form to authorise this check.
- MRNSW members are required to have a photograph taken for their individual MRNSW identity badge.
- Administration records may include members’ financial information as required, for example, in relation to the reimbursement of expenses such as out-of- pocket expenses.

Non-MRNSW members:

- Personal information may be collected from non-MRNSW members such as supporters/Radio Club members, sponsors and donors, boat owners using MRNSW services and business contacts. This can include name, phone numbers, email addresses, addresses and where applicable, emergency contact name and phone number/s.

- The name and contact details of boaters assisted by MRNSW are collected, along with their vessel name, registration, colour and identifying features and other relevant information, including vehicle make and registration, where applicable. Photos may also be collected.
- Calls to and from MRNSW bases by telephone and radio may be recorded for emergency and/or training purposes.
- MRNSW does not store credit card details for online transactions such as donations or e-shop purchases.

2.2 How is personal information kept up to date and secure?

- MRNSW takes all reasonable steps to keep records accurate, complete and up to date. The organisation relies on members and non-members to notify it of any relevant changes of which it would not otherwise be aware, such as changed contact details.
- Appropriate security measures and controls are in place to protect personal information against misuse, loss, unauthorised access, modification or disclosure. This includes access controls, cryptography, physical and environmental security and auditing.
- Contracts with any third party service providers handling personal information on behalf of MRNSW will include appropriate privacy clauses.
- Personal information is stored for as long as required for operational or administrative purposes, and then deleted, disposed of securely or de-identified. Criminal history check applications and Informed Consent forms are destroyed after 12 months from the time of application.

2.3 How is personal information collected?

- Relevant personal information is required to be provided on the application form to join MRNSW.
- Subsequently, information is acquired as part of a member's record of service, including duties performed, positions held, training completed, test results and performance assessments.
- Information is required to be provided during the course of MRNSW services, such as a boater providing his/her details for the purpose of Logging On with MRNSW.
- Information is acquired during interactions with MRNSW members and staff, for instance when making donations, a request for information or a request for assistance.

2.4 How is personal information used?

- MRNSW will only use and/or disclose personal information where required for the purpose of undertaking its operational activities or administration or in the event that it supplies a service (such as a training course).
- Personal information may be disclosed to third parties such as Police and other Emergency Services:
 - in emergencies; or
 - where required by law; or
 - with the express consent of the individual concerned.
- To check the identity of an individual or to assess an application for membership to MRNSW.
- To communicate with its members, supporters, sponsors and boating public about the general business of MRNSW (eg providing MRNSW Board election material or operational/policy information to members or making supporters aware of fundraising activities).
- Personal information is not provided to third parties for the purposes of marketing or similar activities.
- Unless MRNSW members and radio club members specifically agree to opt out by contacting MRNSW or unsubscribing by email, MRNSW may send via various means direct marketing material about its own services and activities, in accordance with Australian marketing laws such as *Spam Act 2003 (Cth)*.
- Personal information is not stored or processed outside of Australia.

2.5 Access to personal information

- Members are able to view and update their own record through the MRNSW member management system.
- Members, non-members, other individuals or entities are entitled to see all information held about them.
- To access your personal information, please contact MRNSW using the details provided in **2.6 Privacy contacts**.

- In order to protect personal information, MRNSW will require identification before releasing requested information.

2.6 Privacy contacts

- Queries regarding privacy should be directed to the Privacy Officer:

Email: privacyofficer@mrnsw.com.au

or

Privacy Officer
Marine Rescue NSW
PO Box 579
CRONULLA NSW 2230

or

Telephone: 02 8071 4848

2.7 Unauthorised use of personal information

- Unauthorised use of personal information by a MRNSW member or employee is considered a breach of this policy.

3 PROCEDURES

- Any perceived breach of the policy should be brought to the attention of the relevant Unit Commander, Regional Operations Manager or the MRNSW Privacy Officer, as appropriate.
- In cases where a grievance arises in relation to of the conduct of a member, the procedures in *SOP ADM06 Grievance* should be followed.
- Any breach of the Privacy Policy, as determined by an appropriate officer, may lead to disciplinary action under *SOP ADM05 Discipline of Members*.