



An Australian Government Initiative



## NORTHERN RIVERS

### RDA Northern Rivers Privacy and Personal Information Storage Policy

#### Purpose

The purpose of this policy is to ensure that RDA Northern Rivers (RDA NR) complies with all relevant privacy laws and regulations in collecting, storing, using, and disclosing personal information. This policy outlines how personal information is managed to protect the privacy and rights of individuals, including employees, board members, partners, stakeholders, and the broader community.

#### Scope

This policy applies to all employees, board members, contractors, and other representatives of RDA NR who have access to personal information during the course of their work. It governs the collection, storage, use, disclosure, and destruction of personal information in all formats, including electronic and physical records.

#### Definitions

- **Personal Information:** Any information or opinion about an identified individual, or an individual who is reasonably identifiable, whether the information is true or not, and whether recorded in a material form or not.
- **Sensitive Information:** A subset of personal information that includes details such as racial or ethnic origin, political opinions, religious beliefs, trade union membership, sexual orientation, or health information.
- **Data Subject:** Any individual whose personal information is collected, held, or processed by RDA NR.

## **Collection of Personal Information**

RDA NR will only collect personal information when it is necessary for the conduct of its activities and business functions. The type of information collected may include, but is not limited to:

- Name and contact details (e.g., address, phone number, email)
- Employment details and qualifications
- Financial information related to employment or services
- Any other relevant personal information required for specific business purposes

Whenever feasible, RDA NR will collect personal information directly from the individual concerned. If information is collected from third parties, the individual will be informed unless the law allows otherwise.

## **Use and Disclosure of Personal Information**

RDA NR will use personal information only for the purpose for which it was collected unless consent is provided for another use or disclosure, or unless required or permitted by law. Information may be disclosed to third parties such as government agencies, contractors, or service providers, but only to the extent necessary to carry out RDA NR's legitimate business functions.

RDA NR will not disclose sensitive information without explicit consent unless the disclosure is required by law or for public interest purposes (such as health and safety emergencies).

## **Storage and Security of Personal Information**

RDA NR is committed to ensuring the secure storage and protection of personal information from unauthorised access, misuse, loss, or disclosure. The following measures will be taken to safeguard personal information:

- **Electronic Records:** Personal information stored electronically will be protected through password-protected systems, encryption, firewalls, and regular security audits.
- **Physical Records:** Hard copies of personal information will be securely stored in locked filing cabinets with restricted access to authorised personnel only.
- **Access Controls:** Access to personal information will be granted on a need-to-know basis, depending on the role and responsibilities of the employee or contractor.

- **Data Breach Management:** In the event of a data breach, RDA NR will follow its Data Breach Response Plan to mitigate risks, notify affected individuals, and comply with relevant reporting requirements.

### **Retention and Disposal of Personal Information**

RDA NR will only retain personal information for as long as it is necessary for the purpose for which it was collected or as required by law. When personal information is no longer needed, it will be securely destroyed or de-identified in a manner that ensures it cannot be reconstructed or identified.

### **Access and Correction of Personal Information**

Individuals have the right to request access to the personal information RDA NR holds about them and to request corrections if the information is inaccurate, incomplete, or outdated. Requests for access or correction should be directed to the Privacy Officer in writing, and RDA NR will respond within a reasonable time frame.

### **Complaints**

If an individual believes that RDA NR has breached this policy or relevant privacy laws, they may lodge a complaint with the Privacy Officer. Complaints will be handled in accordance with RDA NR's complaints handling procedure, and the individual will be informed of the outcome.

### **Responsibilities**

- **Privacy Officer:** Responsible for overseeing compliance with this policy, managing access requests, and addressing any privacy-related concerns or complaints.
- **All Employees and Contractors:** Responsible for adhering to this policy and ensuring that personal information is handled in accordance with its provisions.

### **Review and Amendments**

This policy will be reviewed regularly and updated as necessary to reflect changes in privacy laws, regulations, and best practices.

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**Review Date:** September 2025

**Responsibility:** RDA Northern Rivers Board

**Previous Versions:** Nil – Version 1.0