



### **Rule of Law Education Centre Privacy Policy**

The Rule of Law Education Centre Incorporated, The Rule of Law Institute and its related bodies corporate recognise 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 explains how we collect and manage personal information. We respect rights to privacy under the *Privacy Act 1988* (Cth) ("**the Act**") and we endeavour at all times to comply with all of the Act's requirements in respect of the collection, management and disclosure of personal information.

#### **What is Personal Information?**

When used in this privacy policy, the term "personal information" has the meaning given to it in the Act. In general terms, it is any information that can be used to personally identify someone. This may include their name, address, telephone number, email address and profession. If the information we collect personally identifies a person, or they are reasonably identifiable from it, the information will be considered personal information.

#### **What Personal Information do We Collect and Hold?**

The personal information we may collect includes the following:

- a person's name, tax file number, superannuation information or emergency contact person details;
- a person's mailing or street address;
- a person's email address;
- a person's telephone number;
- a person's facsimile number;
- a person's age or birth date;
- a person's profession, occupation or job title;
- details of the services a person has provided to us;
- any additional information relating to a person that they have provided to us directly through our websites or indirectly through use of our websites or online presence, through our representatives or otherwise; and
- information a person has provided to us through our website, by email, surveys or visits by our representatives from time to time. We may also collect some information that is not personal information because it does not identify any person. For example, we may collect anonymous answers to surveys or aggregated information about how users use our website.

## **How do We Collect Personal Information?**

We collect personal information directly from a person unless it is unreasonable or impracticable to do so. When collecting personal information from a person, we may collect in ways including:

- through a person's access and use of our website;
- during conversations between a person and our representatives; or
- by email; or
- when a person completes a request on our website; or
- at events and forums; or
- from third parties such as court registries or referrers who provide a person's details to us to assist with our programmes; or
- in person; or
- through the completion of forms or details in databases.

We may also collect personal information from third parties including:

- from third party organisations, such as business, government and school websites.

In some cases we may also collect a person's personal information through the use of cookies. When a person accesses our website, we may send a "cookie" (which is a small summary file containing a unique ID number) to their computer. We also use cookies to measure traffic patterns, to determine which areas of our website have been visited and to measure transaction patterns in the aggregate. We use this to research our users' habits so that we can improve the information we provide on our website. Our cookies do not collect personal information.

If a person does not wish to receive cookies, they can set their browser so that their computer does not accept them. We may log IP addresses (that is, the electronic addresses of computers connected to the internet) to analyse trends, administer the website, track users movements, and gather broad demographic information.

## **What Happens if We can't Collect Personal Information?**

If a person does not provide us with the personal information described above, some or all of the following may happen:

- we may not be able to provide the requested information or services to them, either to the same standard or at all;
- we may not be able to provide them with information about services that they may want; or
- we may be unable to tailor the content of our website to their preferences and their experience of our website may not be as enjoyable or useful.

## **For what Purposes do we Collect, Hold, Use and Disclose Personal Information?**

We collect personal information about a person so that we can perform our business activities and functions and provide the best possible quality of service.

We collect, hold, use and disclose personal information for purposes including:

- to provide information and services to and to send communications requested by a person;
- to answer enquiries and provide information or advice about existing and new information or services;
- to provide a person with access to protected areas of our website;
- to assess the performance of the website and to improve the operation of the website;
- to conduct business processing functions including providing personal information to our related bodies corporate, contractors, service providers or other third parties;
- for the administrative, marketing (including direct marketing), planning, information or service development, quality control and research purposes of Rule of Law Education Centre Incorporated, The Rule of Law Institute, their related bodies corporate, contractors or service providers;
- to provide a person's updated personal information to our related bodies corporate, contractors or service providers;
- to update our records and keep a person's contact details up to date;
- to process and respond to any complaint made by a person; and
- to comply with any law, rule, regulation, lawful and binding determination, decision or direction of a regulator, or in cooperation with any governmental authority of any country (or political subdivision of a country). We will use our best endeavours to ensure that a person's information will not be shared, sold, rented or disclosed other than as described in this Privacy Policy.

### **To Whom may we Disclose Information?**

The nature of the services provided by The Rule of Law Education Centre means that it is often necessary for us to disclose personal information to other parties.

Common third parties we might need to disclose personal information to include:

- our funding providers (although personal information will only be provided with consent)
- financial institutions for payment processing
- referees whose details are provided to us by job applicants
- our contracted service providers which include:
- information technology service providers
- conference, function and training organisers
- marketing, communications and research agencies
- freight and courier services
- printers and distributors of direct marketing material
- external business advisers (such as recruitment advisors, auditors and lawyers)
- Courts

In the case of these contracted service providers, we may disclose personal information to the service provider and the service provider may in turn provide us with personal information collected from a person in the course of providing the relevant information, products or services.

### **Direct Marketing Materials**

We may send direct marketing communications and information about our information and services that we consider may be of interest to a person. These communications may be sent in various forms, including mail, SMS, fax and email, in accordance with applicable marketing laws, such as the *Spam Act*

**2003** (Cth). If a person indicate a preference for a method of communication, we will endeavour to use that method whenever practical to do so. In addition, at any time a person may opt-out of receiving marketing communications from us by contacting us (see the details below) or by using opt-out facilities provided in the marketing communications and we will endeavour to ensure that their name is removed from our mailing list. We do not provide a person's personal information to other organisations for the purposes of direct marketing.

### **How can a Person Access and Correct their Personal Information?**

A person may request access to any personal information we hold about them at any time by contacting us (see the details below). Where we hold information that they are entitled to access, we will try to provide them with a suitable means of accessing it (for example, by mailing or emailing it to them). We may charge them a fee to cover our administrative and other reasonable costs in providing the information and, if so, the fees will be for our time and the third party charges we pay in sending that information to them. We will not charge for the person simply making the request and will not charge for making any appropriate corrections to their personal information.

There may be instances where we cannot grant access to the personal information we hold. For example, we may need to refuse access if granting it would interfere with the privacy of others or if it would result in a breach of confidentiality. If that happens, we will give written reasons for any refusal. If a person believes that personal information we hold about them is incorrect, incomplete or inaccurate, then they may request us to amend it. We will consider if the information requires amendment. If we do not agree that there are grounds for amendment then we will add a note to the personal information stating that they disagree with it.

### **What is the Process for Complaining about a Breach of Privacy?**

If a person believes that their privacy has been breached, they should contact us using the contact information below and provide details of the incident so that we can investigate it.

We will endeavour to respond to a complaint within 30 days of receipt of that complaint (whilst complex cases may take longer to resolve, we will keep the person updated on the progress of their complaint).

If the person is unhappy with our response, they can refer their complaint to the Office of the Australian Information Commissioner or, in some instances, other regulatory bodies, such as the New South Wales Privacy Commissioner.

### **Do we Disclose Personal Information to Anyone Outside Australia?**

We may disclose personal information to our related bodies corporate and third party suppliers and service providers located overseas for some of the purposes listed above. We take reasonable steps to ensure that the overseas recipients of personal information do not breach the privacy obligations relating to personal information.

We may disclose personal information to entities located outside of Australia, including the following:

- our data hosting and other IT service providers; and
- other third parties.

## **Security**

We take reasonable steps to ensure personal information is protected from misuse and loss and from unauthorised access, modification or disclosure. The steps we take to secure the personal information we hold include:

- website protection measures (such as encryption, firewalls and anti-virus software);
- access restrictions to our computer systems (such as login and password protection, two-stage verification);
- restricted access to our office premises; and
- staff training and implementation of workplace policies and procedures.

We may hold a person's information in either electronic or hard copy form. Personal information is destroyed or de-identified when no longer needed.

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 communicated to us online. We also cannot guarantee that the information supplied by a person will not be intercepted while being transmitted over the internet. Accordingly, any personal information or other information which a person transmits to us online is transmitted at their own risk.

## **Links**

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 the content of any third party website. Third party websites are responsible for informing a person about their own privacy practices.

## **Changes to our Privacy Policy**

We may change this privacy policy from time to time. Any updated versions of this privacy policy will be posted on our website. This privacy policy was last updated on 16 April 2018.

## **Contacting us**

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 link on our website or contact us using the details set out below. We will aim to ensure that your complaint is resolved in a timely and appropriate manner.

Our organisation contact details is [info@ruleoflaw.org.au](mailto:info@ruleoflaw.org.au)