



Transport Workers' Union of NSW

Richard Olsen State Secretary | P: 1800 729 909 | F: 02 8610 8099 | E: info@twunsw.org.au | W: www.twunsw.org.au

ABN: 77 710 588 395

TRANSPORT WORKERS' UNION OF NSW - PRIVACY POLICY

The *Privacy Act 1988 (Cth)* changed on 12 March 2014 as a result of the Privacy Amendment (*enhancing Privacy Protection*) Act 2012 (Cth). The new laws mandate detailed disclosure of how companies, collect, store, use, disclose, provide, access to and correct personal data.

The Transport Workers' Union of NSW (TWU) respects and values your privacy, and this Privacy Policy explains how we handle it.

About this Privacy Policy

This Privacy Policy explains how the Union manages your personal information. It provides you with a general overview of:

1	Collecting your personal information	The type of information we may collect and how we collect this information from you;
2	Use and Disclosure of your personal information	The ways and purposes we may use and disclose your information;
3	Cross-Border Disclosures of your personal information	Our approach to disclosing your information to third party and overseas recipients;
4	Holding and storing your personal information	The ways we hold, store and secure your information;
5	Accessing and Correcting your personal information	How you may access and change information we hold about you;
6	Resolving your privacy issues	How you may raise any issues with our management of your information in accordance with the APPs.
7	Other	Other information relevant to how we manage your personal information

This Privacy Policy will apply to any personal information we may collect directly from you or other sources (where relevant and legally permissible).

We may update this Privacy Policy from time to time. Any updates can be accessed via our website or by contacting our office to request a hard copy be sent to you (which will be provided at no cost).

We encourage you to review this Privacy Policy so that you will be aware of our privacy practices.

The Union complies with the *Privacy Act 1988 (cth Privacy Act)* and the Australian Privacy Principles (APP). This privacy policy should be read in conjunction with the privacy Act and the APP.

This Privacy Policy was last updated on 30 September 2019



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1. Collecting your personal information

a. Types of personal information we collect

We collect and hold the following types of information:

- your name;
- your contact details;
- your social media details (e.g. blogs, twitter, Facebook, LinkedIn);
- your gender;
- your marital status;
- your employment details;
- your educational qualifications;
- your inquiry or complaint details;
- your political opinions;
- your political party membership (if any);
- your union membership (if any);
- any disabilities, illnesses or injuries you may have; and/or
- any other health information
- other information we think is necessary.

b. Collection required by law

In some circumstances the law authorises us or requires us to collect certain information about you. There are laws that affect Trade Unions such as the Industrial Relations Act (1996) in respect of the Transport Workers' Union of NSW; and the Corporations Act (2001) and the Fair Work Act (2009) in respect of the Transport Workers' Union of Australia (NSW Branch) which require us to collect personal information.

c. Government Related Identifiers

In certain circumstances we may be required to collect government-related identifiers such as your tax file number or Medicare card number. We will not use or disclose this information unless we are authorised by an Australian law.

d. How we collect your personal information

Unless impracticable or unreasonable to do so, we will collect information directly from you. This may occur, for instance, when you make use of our website, or when you contact us through telephone, facsimile, email, responding to a survey, filling in a meeting attendance sheet, signing up to a campaign, online or hard copy communication in order to complete a membership application form or any other kind of administrative form.

The Union only collects personal information that is necessary for the Union to perform its functions and/or activities.



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e. How do we notify and obtain your consent?

In most cases we will obtain your consent to the purposes for which we intend to collect, use and disclose your personal information either at the time you engage us to provide you with a membership application form or as soon as practicable.

Otherwise, unless we hear from you by one of the means set out in this Privacy Policy, by accessing the Unions' website or by providing us with your information, you agree to your information being managed in accordance with this Privacy Policy.

You may modify or withdraw your consent at any time by contacting the Union directly. If you do not give us consent or subsequently modify or withdraw your consent, we may not be able to provide you with the products or services you want.

If you provide us with information about other individuals (such as employees, family members etc.) you must obtain their consent for us to use their information in accordance with our Privacy Statement prior to your disclosure to us or otherwise let us know if this is not the case.

f. Consequences of not providing your personal information

If you do not provide us with your personal information we may not be able to:

- provide you with the support or assistance you want
- verify your identity
- let you know about additional services offered by the Union.

g. Unsolicited personal information

Where we receive information that we have not requested ("unsolicited information"), we will determine whether that information is reasonably necessary for our functions or activities. If it is, we will handle the information in the same way that we handle information we have requested. If not, we will take steps to destroy or de-identify the information.

h. Anonymity and Pseudonyms

If you have general enquiry type questions, you can choose to engage with the Union anonymously or use a pseudonym.

We might not always be able to interact with you this way however as we are often governed by strict regulations that require us to know who we're dealing with. In general, we won't be able to deal with you anonymously or where you are using a pseudonym when:

- it is impracticable; or
- we are required or authorised by law to deal with you personally e.g. assisting you with a specific industrial enquiry or investigate a privacy complaint on an anonymous or pseudonymous basis.



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2. Using your personal information

We will generally only use and disclose your personal information for the purpose that it was collected, any related purpose that you would reasonably expect us to use or disclose it for, or as permitted under this Privacy Policy or under law. The Union otherwise has a duty to maintain the confidentiality of its members' information unless disclosure is permitted with your consent or compelled under law.

Your information may be used for the following purposes:

- assist you with industrial relations and employment queries;
- inform you about industrial, social and political campaigns;
- inform you about your rights at work;
- inform you about changes to legislation;
- refer you to a legal practitioner, accountant or other professional;
- improve our service delivery;
- manage our relationship with you;
- conduct surveys and research;
- provide educational services and professional development;
- conduct Union elections.

We will only use and disclose your sensitive information for the purpose it was collected or for any other directly related purpose that you would reasonably expect us to use it for. With your consent, we may use or disclose your information for additional purposes from time to time.

3. Who can access your personal information?

a. Sharing your information

The Union may disclose your personal information, in connection with or to further the purposes outlined above, to:

- the Transport Workers' Union of Australia;
- other Australian trade unions;
- affiliated trades halls or labour councils;
- political parties;
- government bodies or agencies (including the Fair Work Commission, the Fair Work Ombudsman, the Australian Tax Office, an anti-discrimination body, a work/occupational health and safety regulator);
- organisations to whom we outsource functions (including information technology providers, print service providers, mail houses);
- otherwise as you have consented; and/or
- otherwise as required by law.



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As indicated above, unless you notify us otherwise, we may use your personal information to let you know about products and services from across the Union or affiliates that we think may be of interest to you. You can choose not to receive this information from us by contacting us.

4. How we store and hold your personal information

a. How do we store your information?

Your information may be held in physical format, as electronic data, or in our software or systems. In particular, we may store your information in cloud or other types of networked or electronic storage.

b. How long do we hold your information for?

When all of our legal obligations to retain your information have expired or we no longer need your information for a purpose that it was collected, we will take such steps as are reasonable to destroy or de-identify it.

5. Accessing and correcting your personal information

a. Accessing your personal information

We take reasonable steps to ensure your personal information that we collect, hold and disclose is accurate, up to date and complete. However, we also rely on you to let us know of any changes or corrections required to your information. You should contact us at any time to update your personal information or advise us that the information we hold is not accurate, up to date or complete.

b. Correcting your personal information

You can access or update your personal information, including opting out of receiving any marketing from the Union, in the following ways:

- contact your Union Representative directly;
- if you receive electronic communications, such as an e-newsletter, you may unsubscribe at any time by following the instructions included in the communication;
- if you previously chose to receive notifications on your mobile device, you may manage your preferences either through your device or the application settings or by contacting us directly; and
- you may adjust your browser settings to accept or refuse cookies;
- contact us at any time by mail or email directed to our Privacy Officer;
- access your member account online.

We're not always required to give you access to your personal information. If we do not provide you with access or refuse to update your information, we will provide you with the reason for refusal and inform you of any exceptions relied upon in writing.



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Your request to provide information will be dealt with in a reasonable time from receipt of your request.

The Union requires that you provide proof of identity in order to seek access to your personal information. The Union may refuse to provide access if permitted to do so by law or under the APPs.

6. Resolving your privacy issues

a. Questions or queries

If you have any questions or would like further information about our privacy and information handling practices, please contact us by one of the following means:

- Phone: 1800 729 909 between 7:30am and 4:00pm, Monday to Friday
- Write to: The Manager, Members Service Centre Manager, 22 John Hines Avenue Minchinbury 2770

b. Complaints

If you wish to make a complaint about a breach of the Act or this Privacy Policy, you may:

- Phone: 1800 729 909 between 7:30am and 4:00pm, Monday to Friday
- Write to: The Manager, Members Service Centre Manager, 22 John Hines Avenue Minchinbury 2770

We are committed to respecting your privacy and we will respond to you as soon as reasonably possible and within 30 days.

If, however, you feel that your complaint has not been resolved, then you may contact the Office of the Australian Information Commissioner on the details below:

Post:
GPO Box 5218
SYDNEY NSW 2001
Email: enquiries@oaic.gov.au
Phone: 1300 363 992
Online: <https://www.oaic.gov.au/privacy/privacy-complaints/>

7. Other relevant information

a. Information we collect when you visit our web sites

When you visit the Union website we may collect some information through the use of various technologies including cookies and other tracking technologies such as web beacons or JavaScript.



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In some instances when you visit the Union Website we may automatically collect some information related to your visit including web server logs, date and time of your visit, your IP address, and the previous web site you visited. We collect this information to improve your browsing experience and our web site(s).

b. Social media

You can engage with us through social media websites or through features such as plug-ins or applications on the Union Website that integrate with social media sites.

You may also choose to link your account with us to third party social media sites. When you link your account or engage with us on or through third party social media sites, plug-ins, or applications, you may allow us and our affiliates to have ongoing access to certain information from your social media account (e.g., name, e-mail address, photo, gender, birthday, the posts or the 'likes' you make).

If you post information when you interact with our websites through social media sites, plug-ins or other applications, depending on your privacy settings, this information may become public on the Internet. You can control what information you share through privacy settings available on some social media sites. For more information about how you can customise your privacy settings and how third party social media sites handle your personally identifiable information, please refer to their privacy help guides, privacy statements and terms of use.

c. Information security

We take reasonable steps to protect personal information from misuse, interference and loss and implement physical, technical and administrative security standards to secure and protect your personal information from unauthorised access, modification or disclosure.

Steps we take include implementing and imposing:

- confidentiality requirements on our employees and other representatives, as well as third parties;
- policies on document storage security;
- security measures for access to our systems;
- only providing access to information once proper identification has been given;
- controlling access to our premises; and
- website protection security measures.

Further information about our data security practices can be provided on request. Notwithstanding the above you should be aware that no data protection and security measures are completely secure. Despite all the measures we have put in place, we cannot guarantee the security of your information, particularly in relation to transmissions over the Internet. It may also not be practicable to know in which country your



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information may be held where networked or electronic storage solutions are adopted. Accordingly, any information which you transmit to us is transmitted at your own risk. You must take care to ensure you protect your information (for example, by protecting your usernames and passwords, policy details etc.) and you should notify us as soon as possible after you become aware of any security breaches.

d. Other web sites

This web site may contain links to other web sites. We are not responsible for the security, content, conduct, privacy policies and related practices of those sites.

Changes to this privacy policy

This Policy may change. We will let you know of any changes to this Policy by posting a notification on our website. Any information collected after an amended Privacy Policy has been posted on the site, will be subject to that amended Privacy Policy.