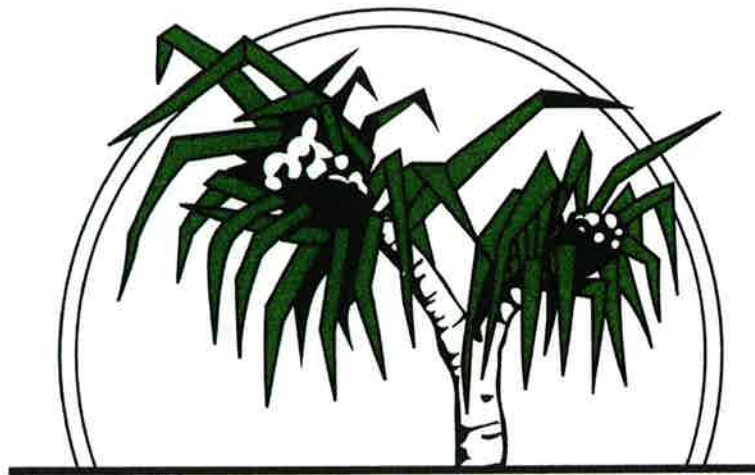


NHULUNBUY CORPORATION LIMITED

Privacy Policy

Policy # POL-018-PRIV

Version 2



YEAR 2014



1. Introduction

This policy contains the principles by which the Nhulunbuy Corporation Limited manages personal information it collects.

2. Objectives

This policy is for customers of Nhulunbuy Corporation Limited (NCL). We understand that it is important to protect your personal information. Our commitment is to abide by the Australian Privacy Principles for the protection of personal information, as set out in the Privacy Act and any other relevant law.

3. Policy Statement

3.1. Information we collect

Information we collect from you

Personal information includes all information or opinions from which you are reasonably identifiable.

The types of personal information that we may collect from you include your name, signature, address, telephone number, date of birth and bank account details.

Information we collect from others

We may collect information about you from others, such as service providers, agents, employers or family members. For example, if you submit a Building Application, we may collect information about your application from you or your builder. We may collect information about you that is publicly available, for example from public registers or social media, or made available by third parties.

Sensitive information

The Privacy Act also protects your sensitive information, such as health information. If we need to obtain this type of information, we will ask for your consent, except where otherwise permitted by law.

Anonymity

In most situations we will need to identify you in order to do business. However, where lawful and practicable to do so, we will offer you the opportunity of interacting with us without providing us with your personal information, for example if you request information about a property and it is not necessary for you to provide your details.

3.2. Using your personal information

We collect, use and disclose your personal information in order to:

- contact you
- conduct and improve our business and improve your customer experience



- establish your identity and assess applications for services
- price and design our services
- administer our services
- manage our relationship with you
- manage our risks and help identify and investigate potential illegal activity
- comply with our legal obligations and assist government and law enforcement agencies

Direct Marketing

From time to time we may use your personal information to provide you with information about our services. If you do not wish to receive marketing information, you may decline to receive such information at any time by contacting us on 08 8939 2200 or writing to us at PO Box 345, Nhulunbuy, NT, 0881. We will take all reasonable steps to meet your request as quickly as possible.

3.3. Disclosing your personal information

Third parties

We may disclose your information to third parties where this is permitted by law or for any of the purposes mentioned in Section 3.2.

Third parties include:

- service providers, for example waste management facility operators
- those to whom we outsource certain functions, for example animal management, pool management and debt recovery
- agents and persons acting on your behalf, for example guardians and persons holding power of attorney
- entities involved in arrangements that provide authority to us, including entities who may acquire rights to our assets
- claims-related providers, such as assessors and investigators, who help us with claims
- financial institutions so that we can process payments or refunds
- auditors, insurers or re-insurers
- employers or former employers
- government and law enforcement agencies
- entities established to help identify illegal activities

Under 16s and special needs

If you are under 16 or have special needs, we may share your information with your parent or legal guardian or any person appointed to manage your affairs.

3.4. Keeping your personal information secure

We will take reasonable steps to protect your personal information from misuse, loss and unauthorised access, modification and disclosure. In doing so, we will store your information in a secure environment, and when the information is no longer needed for any purpose for which the information may be disclosed, it will be destroyed or permanently de-identified.



3.5. Accessing, updating and correcting your personal information

Access to your personal information

You can ask for access to the personal information we hold about you. There is no fee for making the request, however we may charge a fee for costs associated with retrieving and supplying the information to you.

We will try to make your information available to you within 30 days of your request. In certain circumstances, we may deny your request or limit the access we provide. For example, we might not provide you with access to commercially sensitive information. If this occurs, we will write to you explaining our decision.

Updating and correcting your personal information

It is important that the personal information we hold about you is accurate and up-to-date. During the course of our relationship with you, we will ask you to inform us if any of your personal information has changed. If you wish to make any changes to your personal information, please contact us. We do not charge a fee for these changes.

We will generally rely on you to assist us in informing us if the information we hold about you is inaccurate or incomplete.

If we disagree with you that information should be corrected, we will provide you with our reasons in writing. You can ask us to include a statement with the relevant information, indicating your view that the information is inaccurate, misleading, incomplete, irrelevant or out-of-date. We will take reasonable steps to comply with these requests.

3.6. Making a privacy complaint

If you have a concern about your privacy, you have a right to make a complaint.

Lodging a privacy complaint

To lodge a complaint, please contact us. We will look into your situation and try to resolve it as soon as possible.

Responding to your privacy complaint

We will acknowledge every privacy complaint we receive and provide the name and contact details of a contact person within NCL. We will keep you updated on our investigation into your concerns and aim to provide you with a final response within 30 days.

External review

If you are not satisfied with our handling of your privacy complaint, you can refer your concerns to the Office of the Australian Information Commissioner by calling 1300 363 992, online at www.oaic.gov.au or writing to the Office of the Australian Information Commissioner, GPO Box 5218 SYDNEY NSW 2001.



4. More information


For privacy related enquiries, access or correction requests, or complaints, please contact us at:

Nhulunbuy Corporation Limited
PO Box 345
NHULUNBUY NT 0881
Phone: (08) 8939 2200
Fax: (08) 8987 2451
Email: office@ncl.net.au

For more information about the Australian Privacy Principles, visit the Office of the Australian Information Commissioner's website: www.oaic.gov.au.

5. Date effective and Review

This policy was adopted by the NCL Board of Directors on 20 August 2014 and became effective immediately. It will be reviewed as required and before August 2017.

Dated: 22/8/14	Director (print name): STAUNDE, Leon	Signature: 
Town Administrator (print name): ANGELA MacMILLAN	Signature: 