

Privacy Policy

Introduction - Protecting your privacy

We are strongly committed to protecting and maintaining the privacy, accuracy and security of your personal information, while interacting with our website.

We have systems and procedures in place to protect your privacy whenever we collect, store, use or disclose your personal information. You have a right to request access to your personal information and to ask us to correct this information.

Sensitive information, such as credit card details, is encrypted with 128-bit Secure Socket Layer (SSL) security technology. This is in accordance with the Australian standard for online banking and ecommerce.

Centennial Parklands may provide order information in the strictest confidence to publishing and supplying agencies for the sole purpose of fulfilling your order.

Your name, address or personal information will not be sold or passed to any third party without your permission except as may be required by law.

Privacy Legislation

The *Privacy and Personal Information Protection Act 1998* (Privacy Act) regulates how NSW public sector agencies deal with personal information. Centennial Parklands is bound by the Privacy Act and the 12 Information Protection Principles set out in that Act.

Under the [Privacy and Personal Information Protection Act 1998](#) you have the right to know:

- what information is being collected about you as a user of this web service;
- the purpose for collecting information about you;
- how the information collected about you will be used;
- any third parties if any, your information may be shared with.

What is personal information?

Personal information is any information or opinion about a person whose identity is apparent or can reasonably be ascertained from the information or opinion.

As well as traditional paper files, the definition covers electronic records, video recordings, photographs, genetic material and biometric information such as fingerprints.

While the definition of personal information is very broad, it excludes information:

- About a person who has been dead for more than 30 years;
- About individuals contained in publicly available publications;
- About an individual's suitability for public sector employment; and
- Related to law enforcement activities.

How we collect your personal information

Centennial Parklands collects personal information so that we can provide services to you, promote activities, protect the environment within the parklands and investigate and report on incidents. We also collect personal information in relation to commercial and employee functions. We will only collect personal information that is reasonably necessary for performing Centennial Parklands' functions.

The type of personal information we collect may include your name, mailing address, telephone number, email address, car registration number.

We collect most personal information directly from you. We will tell you for what purpose it is to be used and if the provision of the information is voluntary or if it is lawfully required. You will be informed of any penalties or other possible consequences of not complying with such requests.

There may be occasions when we need to source personal information about you from a third party. For example, when a person is injured and unable to provide it themselves, or from the Roads and Traffic Authority in relation to owners of vehicles.

Site visit and click-stream data

To help us improve our site and provide better services to users, our hosting service provider records your visit by logging the following information:

- your Internet address;
- your Internet address/ISP's top level domain name (for example .com.au, .edu.au, .au, .uk etc.);
- the date and time of visit to the site;
- the pages accessed and documents downloaded;
- the previous site visited (referrer);
- the type of browser being used.

This information is reported only in aggregated form to participating government agencies to discern trends across large numbers of visits. eg. monthly reports, popular publications.

No attempt is made to identify individual visitors or their personal browsing activities and patterns.

Cookies

A cookie is a small file served by this site to your web browser software when you access this site.

Some parts of this web site may use a cookie to identify your session such as the shopping basket. This cookie expires when closing your browser or computer.

How we use your personal information

We limit the use of your personal information to the purposes for which it was collected or other directly related purposes, such as your email address and credit card details when you make a purchase online.

Information about our customers is not shared with other parties except in the fulfillment of your order.

Participating government agencies receive order information and aggregated visitor and performance reports.

Some agencies use other government agencies or private suppliers to provide fulfillment services and they may receive information about your order in the course of processing it.

Submitted Information

The following personal information will only be retained and used for the purpose of fulfilling your order:

- Personal and business information;
- contact and shipping address details;
- credit card and other payment arrangement information;
- the nature and items of your order.

Please note your credit card number is not stored in the Centennial Parklands' system. It is passed in encrypted format to the secure online payment gateway. The first six and last three digits of your credit card number are stored in the payment gateway management facility for reference purposes.

We keep your personal information up-to-date

We take reasonable steps to ensure that your personal information is accurate, complete and up-to-date at the time of collecting, using or disclosing the information.

If you detect an error in our records, or change contact details such as your address, we encourage you to contact us. Centennial Parklands will promptly make the necessary corrections.

You can request details about your personal information

You can access most of the personal information we hold about you and request corrections. This right is subject to some exceptions, for example, you may not obtain information relating to existing or anticipated legal proceedings or where the law prevents us from disclosing the information.

You should contact us on (02) 9339 6699 if you wish to find out about the personal information we hold about you. Depending on the complexity of your request, we may charge a fee, in which case we will inform you of the fee before acting on the request.

We store your personal information securely

We protect your personal information from misuse, loss, unauthorized access, modification and disclosure.

Our safeguards include making sure that your personal information is kept in secure premises. Access to your personal information is restricted within Centennial Parklands to employees who have specific authorisation. Computer access is password protected and external access to data files is prevented by the use of a firewall.

We will not retain any of your personal information for any longer than it is required by us, except to fulfil our legal obligations. Personal information is disposed of in a secure manner under government requirements.

Centennial Parklands may contract external service providers such as mailing houses, or information technology services. We impose strict requirements of security and confidentiality on all third parties as to how they handle your personal information. Outside contractors are not permitted to use information about you for any purpose except to perform the services that we have asked them to provide.

Security

When making a payment or donation online, your credit card details will be automatically transferred to the 128-bit SSL-secured web site to continue your transaction.

Without 128-bit SSL, the Internet is an insecure medium and site visitors should be aware that there are inherent risks transmitting information across the Internet.

Please do not provide credit card information or other sensitive information via email or non-SSL web forms as these may be at risk of being intercepted, read or modified.

In the event of unauthorised use of your credit card, most banks and card issuers either cover all the charges that result from unauthorised use of your credit card or may limit your liability. Please ask your bank to explain their credit card use policy as it applies to online transactions and their Electronic Funds Transfer (EFT) Dispute Process.

Disclosing your personal information

Centennial Parklands will not disclose your personal information to any person, agency or organisation without your knowledge or consent, except where the disclosure is made in connection with legal requirements, law enforcement activities, or to prevent or lessen a serious threat to the life or health of any person.

Resolving your concerns

Centennial Parklands has a policy of providing all reasonable assistance to anyone wishing to complain about its handling of their personal information. The assistance will include, where possible, access to and correction of personal information without the need for recourse to formal internal review procedures.

Internal Review

If your complaint has not been resolved to your satisfaction and you believe Centennial Parklands has breached your privacy, you can request an Internal Review.

An internal review is a process where Centennial Parklands handles complaints about how we have dealt with personal information.

You need to lodge your application for an internal review within 6 months of becoming aware of the breach. The best way to apply is by completing the form *Application for Review of Conduct*. This form is available from our Office or on our website.

The review will generally be conducted by a senior manager who:

- was not involved in the conduct that is the subject of the complaint;
- is qualified to deal with the subject matter of the complaint.

In some circumstances, the Privacy Commissioner may be asked to conduct the review.

We must make a determination on your internal review application within 60 days of receiving it. We will advise you of the determination and any subsequent action within 14 days of making the determination. If your complaint is not resolved to your satisfaction you can appeal to the Administrative Decisions Tribunal.

You need to lodge your appeal within 28 days. Your right to appeal can also be exercised if we do not complete the review within 60 days of receiving your application.

Need more information?

If you have a query relating to privacy, contact:

The Privacy Officer

Centennial Parklands

Locked Bag 15

Paddington 2021

Phone: (02) 9339 6699

Fax: (02) 9360 4215

Website: www.centennialparklands.com.au

Or

Privacy NSW

Level 17

201 Elizabeth Street

Sydney 2000

PO Box A2122

Sydney South 1235

Phone: (02) 9268 5588

Fax: (02) 9268 5501

Email: privacy_nsw@agd.nsw.gov.au

Website: www.lawlink.nsw.gov.au