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Privacy Policy

As at 19 September 2009. This policy is subject to periodic updating. See the MRNSW website at <http://www.marinerescuensw.com.au/> for the latest version.

Marine Rescue - NSW (MRNSW) respects the privacy of its members and of other individuals with whom it deals. MRNSW is subject to the Privacy Act 1988 (Cth) and complies with the National Privacy Principles (NPPs) in that Act.

How and why do we collect personal information?

MRNSW collects personal information from and about its members, initially on a membership application form and subsequently as a record of service, including duties performed, positions held, training completed, test results and performance assessments.

Information held includes personal details, contact details (address for all, and phone numbers and email addresses if provided by the member). Any member with particular concerns about disclosure of their contact details may request special security.

Sensitive information held includes limited health information (including annual fitness declarations) and any criminal history (no detail, but suitability based on a criminal record check for members joining after 1 November 2009).

MRNSW maintains a centralised membership database, with input from and output to units as required. Units may also keep some local membership records, either on computer or on paper.

A photograph is collected from members for reproduction on a MRNSW identity badge and once processed is stored locally by units.

MRNSW also holds personal information about non-members including supporters, sponsors and donors, boat owners using MRNSW services, and business contacts. This information may be held both at unit level and centrally.

Calls to MRNSW bases by telephone and radio may be recorded.

Administration records may include financial information about some members and other individuals – for example in relation to the payment of expenses.

How is personal information used and disclosed?

Personal information is used and where necessary disclosed primarily in connection with MRNSW's operational activities and administration. The only other circumstances in which personal information may be disclosed for unrelated purposes would be:

- in emergencies
- where required by law
- with the express consent of the individual concerned

MRNSW is required by law to make its membership register available to third parties on request. Persons accessing the register are only allowed to use the information for certain purposes and are expressly prohibited from other uses such as direct marketing.

In some cases third party service providers will be involved in the handling of personal information e.g. mailing services or IT support.

How is personal information kept up to date and secure

MRNSW tries to ensure that its records are as accurate, complete and up to date as possible but relies on members notifying any changes that it would otherwise not be aware of, such as changes of contact details.

Appropriate security precautions are taken in relation to all personal information, with access privileges to the membership and other records determined on a 'need-to-know' basis.

Training is provided to members and officers as appropriate for the level of access granted, with regular reminders of the importance of following this policy and only using and disclosing personal information for authorised purposes.

Contracts with any third party service providers handling personal information on behalf of MRNSW will include appropriate privacy clauses.

Personal information is kept by MRNSW for as long as required for operational or administrative purposes, and then deleted or disposed of securely. Service records will be kept for 30 years.

How can I see the information held about me?

Members will in future be able to see and update their own record through the MRNSW website, using a password issued to them.

Members and other individuals are entitled to see all information held about them, and should apply to the MRNSW Company Secretary if they wish to do so.

How are individuals informed about MRNSW's privacy policy?

The current version of this policy is maintained on the MRNSW website, and can be requested in hard copy. The Membership application forms contain a privacy notice which explains concisely why information is being collected and refers people to this policy.

Appropriate notice is also provided to other individuals, such as through application forms for the marine radio service.

A separate website privacy statement explains what personal information may be collected from users of the MRNSW website and how it will be used.

Enquiries and complaints

Enquiries or complaints about MRNSW's handling of personal information should be directed to the Company Secretary at: info@marinerescuensw.com.au. In some cases, the MRNSW general complaints or grievance policies may apply.

Policy last updated 8 September 2009