Department of Finance
Privacy Policy
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1. Introduction

1.1 About Finance
The Department of Finance (Finance) is a central agency of the Australian Government and plays an important role in assisting government across a wide range of policy areas to ensure its outcomes are met, particularly with regard to expenditure and financial management, and the operations of government.

This Privacy Policy sets out how Finance complies with the Privacy Act 1988 (the Privacy Act).

1.2 Privacy Act 1988
In general terms, the Privacy Act regulates how personal information about an individual is collected and handled.

‘Personal information’ is information or an opinion about an identified individual or an individual who is reasonably identifiable.

Personal information includes information such as:

- your name or address;
- bank account details and credit card information;
- photos;
- internet clickstream and cookies data; and
- information about your opinions and what you like.

The thirteen Australian Privacy Principles (APPs) in section 14 of the Privacy Act, regulate how organisations (including Finance) can:

- collect;
- use;
- disclose; and
- store, personal information, and how you can access and correct that information.

The APPs only apply to information about individuals, not to information about corporate entities such as businesses, firms or trusts. Detailed information on the APPs can be found on the website of the Office of the Australian Information Commissioner (OAIC).

1.3 Information covered under this Privacy Policy
This Privacy Policy covers how Finance collects and handles your personal information, including any financial information you provide to Finance (such as your credit card details).
Occasionally you or another person might provide Finance with sensitive information (personal information about you that is of a sensitive nature). This might, for example, be personal information about your health, or other personal circumstances. Finance’s handling of your sensitive information is also covered under this Privacy Policy.

This Privacy Policy is not intended to cover Finance’s handling of commercially sensitive information or other information that is not personal information.

If Finance does not receive personal information about you the Privacy Act will not apply.

1.4 Who should read this Privacy Policy?

This Privacy Policy is particularly relevant to you if you are:

• an individual whose personal information may be given to or held by Finance;
• a contractor, consultant, supplier or vendor of goods or services to Finance;
• a person seeking employment with Finance;
• employed by Finance; or
• a person seeking employment, or employed under the Members of Parliament (Staff) Act 1984.

1.5 Finance and anonymity

Finance understands that anonymity is an important element of privacy. For legal reasons it is generally not possible to deal with Finance anonymously or under a pseudonym. In some situations, however, such as making an enquiry or giving us feedback, you may have the option of not identifying yourself.
2. Personal Information Handling Practices

2.1 Collection of personal information

Personal information about you may be collected by Finance from you, from your agent, or from a third party. Finance uses forms, online portals and other electronic or paper correspondence to collect this information.

Broadly grouped, our personal information holdings include:

- documents relating to employment with Finance or under the Members of Parliament (Staff) Act 1984 (e.g. personnel records);
- documents relating to the appointments of persons to the Commonwealth Boards;
- distribution and mailing lists;
- contact lists;
- internet clickstream and cookies data;
- comments on Finance social media websites;
- information relating to persons who have applied for act of grace payments, waiver of debt, compensation and other claims;
- information relating to work health and safety assessments, incidents and investigations;
- financial and other information about tenderers, contractors and customers;
- information that may be collected via Finance’s Whole of Government programs (for example curriculum vitae or email addresses);
- information relating to beneficiaries of pension schemes and superannuation administered by Finance (e.g. Judges, former Judges and former Governors-General); and
- information relating to current and former members of Parliament and their entitlements.

Finance will not ask you for any personal information which it does not need. APP 3 provides that Finance should collect information only for a lawful purpose that is directly related to a function or activity of Finance and when the collection is necessary for, or directly related to, that purpose. For example, Finance collects personal information to enable us to:

- administer relevant superannuation benefits;
- manage employees;
- manage appointments to Commonwealth Boards
- process applications for act of grace payments, waiver of debt, compensation and other claims;
- process entitlements and manage the conditions of employment of persons employed by Finance, or under the Members of Parliament (Staff) Act 1984;
• process entitlements for current and former members of Parliament; and
• contact you.

We are also required under APP 5 to notify you:
• of the purpose for which the information is collected;
• if the collection is required or authorised by law; and
• of any person or body to whom we usually disclose the information.

Finance provides this notification by using ‘privacy notices’ on online portals and application forms.

The personal information that may be collected about you could include your:
• name;
• date of birth;
• address (for correspondence);
• other contact details, such as email address and phone details;
• Tax File Number;
• Curriculum Vitae (CV);
• signature;
• financial information such as your bank or credit card details (e.g. in connection with your payment for one of our services);
• your server address;
• your top level domain name (for example .com, .gov, .au, .uk etc);
• the date and time of the visit to a Finance website and the pages accessed and documents downloaded;
• previous websites visited; and
• the type of web browser you use.

Unless your home address is directly relevant to your interaction with Finance, you may provide a post office box or other Australian address to Finance as your address if you do not want your home address to be provided.

Sometimes you or another person may provide Finance with sensitive information, such as:
• your medical history or financial situation. This may be particularly relevant if you have made an application for an act of grace payment, waiver of debt, compensation or other claim;
• information relevant to a work health and safety assessment, incident or investigation; and
• your qualifications, work experience and referee reports. This may be particularly relevant if you have applied for employment with Finance.

If you or another person provides Finance with sensitive information that we determine is not relevant to the purpose for which the information is collected Finance will not keep a record of the information and instead we will arrange for its return or secure destruction.

2.2 Access to and correction of personal information

You have a right under APP 12 of the Privacy Act to access the personal information we hold about you.
You have the right under APP 13 of the Privacy Act to request corrections to any of your personal information held by Finance if that information is incomplete, irrelevant, incorrect, out-of-date or misleading. Finance will take all reasonable steps in the circumstances to ensure that our records of personal information are accurate, relevant, up-to-date, complete and not misleading.

The process for accessing or correcting your own personal information is contained in Section 5.

Documents held by Finance may also be requested under the Freedom of Information Act 1982 (the FOI Act). Under the FOI Act, Finance must release requested documents (whether or not they contain personal information) unless they fall within one of the exemption categories. If requested documents contain your personal information, Finance will consult you regarding such a request before making any decision to release documents or not.

### 2.3 Use and disclosure of personal information

Finance uses collected information, including personal information, for the primary purpose for which it was collected, including to:

- process applications for entitlements of current and former Parliamentarians and their employees;
- process applications for act of grace payments, waiver of debt, compensation and other claims;
- respond to correspondence;
- provide secretariat services;
- manage appointment processes to Commonwealth Boards;
- maintain contact with stakeholders, Government agencies and other key players;
- analyse Finance website access and downloads; and
- perform Finance’s other functions.

Finance may also use or disclose personal information for reasonably expected secondary purposes directly related to the primary purpose or for other purposes permitted under the Privacy Act. This includes where the use or disclosure is required or authorised by law or where the individual concerned has consented to the use or disclosure.

Finance discloses information, including personal information, about applicants, claimants, Parliamentarians and others as permitted or required by law. Depending upon the circumstances disclosure may be required to:

- a Court or statutory authority;
- Australian law enforcement agencies;
- Finance’s legal representatives;
- Finance’s contracted service providers;
- Parliament;
- Austender; and
- the Auditor-General.

Finance also has a regime for publishing the use of Parliamentary entitlements; this information is available on the Finance website.
For detailed explanations of Finance's collection, storage, use and disclosure of personal information, please refer to the latest copy of our Personal Information Digest which is published on our website.

2.4 Market research
Finance does not disclose personal information, for example mailing lists, to third parties to enable them to market their services and products.

2.5 Accidental or unauthorised disclosure of personal information
Finance takes seriously and will deal promptly with any accidental or unauthorised disclosure of personal information.

Finance takes steps to ensure that accidental or unauthorised disclosure does not occur, such as:

- Finance tenancies are under 24-hour surveillance with access via security pass;
- access to personal information is restricted to authorised persons;
- relevant electronic files have restricted access and paper files are kept in appropriately secured cabinets and Finance tenancies have physical access restrictions; and
- external service providers who handle personal information about Finance’s staff, customers or other individuals are bound contractually to comply with the requirements of the Privacy Act.

Any accidental disclosure of personal information by Finance will be identified quickly and remedied promptly.

Any possibility of unauthorised disclosure by staff, contractors or service providers is also covered by the following legislation:

- Finance’s employees are subject to the Public Service Act 1999, the Public Service Regulations 2013 and the Australian Public Service (APS) Values and Code of Conduct. If employees disclose official information without authority they may face disciplinary sanctions including, in the most serious cases, termination of employment;
- current and former employees and service providers are generally covered by the Crimes Act 1914 which provides for criminal penalties for unauthorised disclosure of official information; and
- the Criminal Code Act 1995 provides for similar penalties if former employees or contractors dishonestly use official information gained during their employment to benefit themselves or others or to cause harm to another person.

2.6 Data quality
Finance takes steps to ensure that the personal information we collect is accurate, up to date and complete. These steps include maintaining and updating personal information when we are advised by individuals that their personal information has changed, and at other times as necessary.
2.7 Storage and security

Finance has controls in place to protect the information we collect from loss, unauthorised access or disclosure, and from any other misuse. Our controls include:

- access to personal information collected is restricted to authorised persons;
- our internal network and databases are protected using firewall, intrusion detection and other technologies;
- paper files containing personal and sensitive information are protected in accordance with Australian Government security policy and secured in locked cabinets, Australian Government-approved security containers or Secure Rooms with restricted access;
- Finance’s premises are under 24-hour surveillance and access is via security passes only, with all access and attempted access logged electronically; and
- Finance regularly conducts system audits and staff training to ensure adherence to our established protective and computer security practices.

2.8 Records management

Storage of information (and the disposal of information when no longer required) is managed in accordance with Australian Government records management regulations, guidelines and authorities, including the *Archives Act 1983*, records authorities and general disposal authorities.

2.9 Our website

Finance’s website Privacy Statement explains the privacy aspects of clickstream data, web analytics, cookies, and e-mail.

Any other personal information that Finance may obtain through Whole of Government websites that Finance manages, will be dealt with in accordance with law, and this policy. Each website, which may provide your personal information to Finance, will include a Privacy Statement, which explains the privacy aspects of that website (for example please see http://australia.gov.au; http://www.boardlinks.gov.au; http://www.directory.gov.au/ or https://govdex.gov.au).

2.10 Email communication

There are inherent risks associated with the transmission of information over the internet, including via email. You should be aware of this when sending personal information to us via email. If this is of concern to you then you should use other methods of communication with Finance, such as post, fax, or phone.
3. Complaints

3.1 How to make a complaint
If you think Finance has breached your privacy rights, you may contact us via any of the contact points listed in section 5 of this Privacy Policy.
Please mark your correspondence ‘Attention: Privacy Contact Officer’ when sending it via any of these methods.

3.2 Finance’s complaint-handling commitment
We will contact you, and aim to send you a considered response to your correspondence, within 30 working days if you provide your contact details. We are committed to a prompt and fair resolution of complaints. You will not be victimised or suffer negative treatment if you make a complaint.

3.3 How to make a complaint to the Privacy Commissioner
If you are dissatisfied with the way Finance handles your privacy-related complaint, you may contact the Privacy Commissioner by:
Telephone 1300 363 992
Email privacy@privacy.gov.au
Post The Privacy Commissioner
Office of the Australian Information Commissioner
GPO Box 5218
Sydney NSW 2001
You may make a complaint directly to the Privacy Commissioner rather than to Finance however it is likely that the Privacy Commissioner would recommend you try to resolve the complaint directly with Finance in the first instance.
4. Privacy Policy Updates

This Privacy Policy will be reviewed and updated every three years or more frequently as required.
5. How to Contact Us

Contact Finance’s Privacy area if you want to:

- obtain access to your personal information;
- request a correction to your personal information;
- make a complaint about a breach of your privacy;
- query how your personal information is collected, used or disclosed;
- make a suggestion or comment in relation to our Privacy Policy; or
- ask questions about our Privacy Policy.

Telephone        +61 2 6215 1783
Fax               +61 2 6283 7999
Email             privacy@finance.gov.au

You can contact Finance’s Privacy Contact Officer by any of the contact points above, or send a letter to:

The Privacy Contact Officer
Department of Finance
John Gorton Building
King Edward Terrace
PARKES ACT 2600
AUSTRALIA