

Privacy Policy

Policy Number –GOV-POL-007

1. Our Vision and Values

Our Vision:

“Tasmanian Irrigation (TI) is seen as an essential and valued partner in sustainably growing Tasmania’s agricultural sector and overall prosperity.”

Our Values:

- Integrity
- Collaboration and Communication
- Safety and Wellbeing
- Innovation and Optimisation
- Sustainability

2. Policy Purpose

2.1 This Privacy Policy explains how TI collects and manages personal information, the types of personal information we hold, how it is collected, used, and disclosed, and also explains your rights to access and correct information or make a complaint.

3. Scope

3.1 This Policy applies to all personal information collected and managed by TI, including third parties who handle personal data on behalf of TI.

4. Policy Statement

4.1 At TI, we are committed to protecting the privacy of individuals' personal information in accordance with the Tasmanian Personal Information Protection Act 2004 (PIP Act) and the Australian Privacy Principles (APPs). We recognize the importance of privacy and confidentiality and are dedicated to handling personal information responsibly, transparently, and securely.

4.2 Our privacy practices ensure that personal information is collected, used, and disclosed only for legitimate business purposes and in a manner that upholds the rights of individuals. This policy outlines how we manage personal information and the steps we take to safeguard it.

Approval Date: 06 November 2024

Review Date: November 2026

Endorsed By: Board of Directors

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5. Purpose of Collection

- 5.1 We collect personal information for purposes related to our business activities, or otherwise as required or authorised under Australian law.
- 5.2 We collect personal information for the following purposes:
- (a) To respond directly to requests, queries, or complaints from irrigator partners;
 - (b) To maintain contact with customers, suppliers, and key stakeholders;
 - (c) To provide information about TI to interested parties that have given their consent to receive it (for example newsletters etc.);
 - (d) For billing, payment, accounts, and related services
 - (e) For purposes relating to the employment;
 - (f) To meet any legal and regulatory obligations or other business requirements; and
 - (g) For any secondary purpose where you would reasonably expect us to do so.

6. Personal information that we may collect

- 6.1 TI's principal objectives are to develop, own and operate irrigation schemes in Tasmania, and to operate its businesses and activities effectively and efficiently. In performing these objectives, TI collects personal information in compliance with legislative requirements and business needs.
- 6.2 The types of personal information TI may collect include, but are not limited to:
- (a) Names, addresses, and contact details of our irrigator partners;
 - (b) Names, job titles, contact and address details of individuals including our employees, contractors, and key stakeholders;
 - (c) Employment details (i.e. date of birth, tax file number, bank account, superannuation, medical details, educational and trade qualifications, and other relevant employment information as may deemed required from time to time;
 - (d) Billing information (payment details, transaction history);
 - (e) Information provided in customer inquiries or complaints
 - (f) prospective employee and contractor information including contact details, date of birth, qualifications, employment experience, screening and/or health checks, employment and character references, directorship requirements, eligibility to work, vocational suitability, and criminal record checks.
- 6.3 If we collect information that is sensitive information such as health information for pre-employment checks or to identify special needs customers, we will seek your written consent

first before collecting and we will only use and disclose that information for the purposes which you consented to.

- 6.4 Where a prospective employee is successful the information provided during the recruitment process, together with any other personal information which directly relates to their employment relationship with us will form part of their employee record.
- 6.5 Employee records are exempt information under the Privacy Act and Personal Information Protection Act and is handled in accordance with internal policies and procedures that include confidentiality requirements.

7. How we may collect personal information

- 7.1 Personal information may be collected:
 - (a) directly from an individual;
 - (b) through access to the TI website;
 - (c) Service agreements or account registration;
 - (d) Employment or contractor engagements;
 - (e) via standard administrative processes; and
 - (f) by surveillance camera systems located at TI sites.
- 7.2 Sometimes we may need to collect personal information from other sources, including your authorised representative (nominated by you), regulatory authorities, your employer, other organisations or government agencies, or service providers. For example, we may collect your information from social services agencies, credit reporting bodies, recruiters, recruitment platform providers, and through publicly available sources such as websites and directories.

8. How is personal information disclosed to others?

- 8.1 TI does not sell, rent or trade personal information to, or with, third parties.
- 8.2 TI's website may contain links to other websites. TI does not share your personal information with those websites and it is not responsible for their privacy practices.
- 8.3 We may disclose personal information to:
 - (a) Service providers and contractors who assist in delivering our services (i.e. registry, insurer, IT vendor, banks, etc)
 - (b) Government agencies, regulatory bodies, or law enforcement as required by law
 - (c) Legal advisors, auditors, or insurers where necessary
 - (d) Other third parties with your consent or as required by law
- 8.4 We will take reasonable steps to ensure third parties protect the confidentiality and security of personal information.

9. Holding and security of personal information

- 9.1 TI takes reasonable steps to protect the personal information we hold from misuse, interference, loss, unauthorized access, modification, or disclosure.
- 9.2 TI holds personal information in both hard copy and electronic formats and will ensure information is kept up-to-date and accurate.
- 9.3 TI employs a range of security to protect the information we hold, including:
 - (a) Physical security measures (e.g., building security, document safes)
 - (b) Technology measures (e.g., access controls, passwords, firewalls, encryption)
 - (c) Encryption and secure storage of sensitive data
- 9.4 TI will not use unique identifiers unless it is necessary for the carrying out of TI functions efficiently, or is required by law.
- 9.5 If TI no longer needs your personal information, TI may take reasonable steps to destroy or permanently de-identify the information (unless we are required by law to retain it).

10. Access and Updating Personal Information

- 10.1 Individuals have the right to access and correct personal information that we hold about them.
- 10.2 To request access or make corrections, you can request in writing, include proof of identity to our Company Secretary as detailed below.

Company Secretary

Tasmanian Irrigation

PO Box 84, Evandale Tasmania 7172.

- 10.3 We will respond to your request in accordance with the Tasmanian Personal Information Protection Act 2004.

11. Complaints

- 11.1 Complaints about the treatment of personal information including any possible breach of the Privacy Act, PIP Act or this Privacy Policy) by us should be made in writing (letter or email) and address to the Company Secretary.
- 11.2 We will endeavor to respond to your request within 30 days. All complaints will be handled with appropriate discretion.
- 11.3 If you are not satisfied with our response, you make a further complaint to the Office of the Information Commissioner ('OAIC') or the Tasmanian Ombudsman.

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Ombudsman Tasmania

Level 6, 86 Collins Street

HOBART TAS 7000

1800 001 170

ombudsman@ombudsman.tas.gov.au

www.ombudsman.tas.gov.au

Australian Information Commission

GPO Box 5218 SYDNEY NSW 2001

1300 363 992

enquiries@oaic.com.au

www.oaic.gov.au

12. Anonymity

12.1 Where lawful and feasible, individuals will have the option to interact with TI without identifying themselves, and TI will support this principle where possible and practical.

13. Whistleblowing Statement

13.1 Individuals concerned about the consequences of reporting a serious breach of this Policy should refer to the Public Interest Disclosures (“Whistleblowers”) Policy and Procedures available on TI’s website.

14. References

14.1 The following legislation and guidelines inform this Privacy Policy:

- Privacy Act 1988 (Cth) (including the Australian Privacy Principles)
- Public Interest Disclosures Act (Tas) 2002
- Personal Information Protection Act 2004 (Tas)
- Right to Information Act 2009 (Tas)

15. Policy Review Date

This Policy will be reviewed by the PCSR Committee and tabled to the Board for approval.

The Policy will be reviewed **every three years** to ensure it remains effective, at an earlier interval when there is a material change to the organisation, relevant regulations, or standards.

Policy Approved

Date: 18/11/2024	Chair of the Board signature	
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