



Website Privacy Statement

The Website Privacy Statement explains how your personal information (being information capable of identifying you as an individual) will be treated as you access and interact with the Information and Privacy Commission NSW (IPC) website: www.ipc.nsw.gov.au.

This Statement is written in simple language. The specific legal obligations of the IPC when collecting and handling your personal information are outlined in the *Privacy and Personal Information Protection Act 1998 NSW* (PIIP Act) and in particular in the Information Protection Principles (IPPs) found in that Act, which regulate the collection, storage, use and disclosure of personal information held by government agencies.

You can also find more information in our [Privacy Management Plan](#), which explains how we manage personal information in line with the PIIP Act and health information under the *Health Records and Information Privacy Act 2002 (NSW)* (HRIP Act).

Your personal information

We use our website to promote our work and publish resources to help our stakeholders understand and use the legislation we administer. We do not publish personal or health information on our website without permission.

The personal information we collect via this website may include:

- the content of any electronic forms you submit via this website, requesting us to provide services or information, or to take actions
- information submitted if you participate in an online survey, and
- any messages or comments you submit to us via this website or to email addresses displayed on this website, which may include personal information such as name, email address and telephone number.

Any personal information you provide to us will only be used and disclosed for the IPC's purposes, or a directly related purpose, unless you consent to another use or disclosure, in emergencies or as otherwise required or authorised by law.

Email

Email addresses provided via this site will only be used to respond to specific user queries and will not be added to any mailing lists, nor disclosed to any other party without users' knowledge and consent, unless required by law.

Web statistics and cookies

We use Google Analytics to collect or view website traffic information. We also use cookies and session tools to improve your experience when accessing our website.

The information collected by these tools may include the IP address of the device you are using and information about sites that IP address has come from, the pages accessed on our site and the next site visited. We use the information to maintain, secure and improve our websites and to enhance your experience when using them. These tools do not match any data collected with any personal information, which means website users browse our website anonymously.



In relation to Google Analytics you can opt out of the collection of this information using the [Google Analytics Opt-out Browser Add-on](#).

Social networking services

We use social networking services such as Twitter, LinkedIn and YouTube to communicate with the public about our work. When you communicate with us using these services we may collect your personal information, but we only use it to help us to communicate with you and the public. The social networking service will also handle your personal information for its own purposes. This Website Privacy Statement does not extend to social networking services. These sites have their own privacy policies.

Security

We have implemented security policies and measures to protect the personal information that we have under our control. However, you should be aware that there are risks in transmitting information across the internet. While we endeavor to protect personal information, we cannot guarantee or warrant the security of any information transmitted to us online and individuals do so at their own risk.

Once any personal information comes into our possession, we will take reasonable steps to protect that information from misuse and loss, and from unauthorised access, modification and disclosure. If you are concerned about conveying sensitive material to us over the internet, you may prefer to contact us by telephone or mail.

We will remove personal information from our system where it is no longer required (except where archiving is required) and in order to fulfill our obligations under the PPIP Act.

Links to external websites

This Website Privacy Statement does not extend beyond this website. When following links to other sites from this website, we recommend that you read the privacy statement of that site to familiarise yourself with its privacy practices.

Access and correction

Under the PPIP Act, you have the right to access any personal information held by the IPC. You also have a right to have your own personal or health information, held by the IPC, corrected in certain circumstances, for example if you wanted to update your contact details.

We encourage people wanting to access or amend their own personal or health information to contact us with their request. We encourage people to contact the staff member or team managing their information.

- Enquiries: contact our main enquiry line – Freecall 1800 472 679
- Case-related: contact the team or staff member handling the matter.
- Newsletter subscriptions: add or remove own details through our website.
- Staff information: speak with our business support team or contact the HR department at the Department of Justice (DJ).

Informal requests do not need to be put in writing. If necessary, we will ask you to verify your identity or make a formal application instead.

If you have any queries about this Website Privacy Statement, please [contact the IPC](#)