

POLICY DOCUMENT

Policy No:	1.1.9.a		
Title:	Privacy Statement of the PSA and CPSU (SPSF Group) SA Branch		
Category:	STRATEGIC - Governance		
Scope:	Public Service Association of South Australia Inc and CPSU (SPSF Group) SA Branch		
Users:	Public		
Responsible Officer:	General Secretary/ Branch Secretary		
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Issued in accordance with Australian Privacy Principles (APPs)

The Public Service Association of South Australia/ Community and Public Sector Union (SPSF Group) SA Branch are organisations of employees registered under the *Fair Work Act 1994 (SA)* and the *Fair Work Act 2009 (Cth)*. The PSA and CPSU are not for profit organisations and are covered by the provisions of the *Privacy Act 1988 (Cth)*, as amended from time to time. In this policy they are referred to as PSA/CPSU.

In view of the joint and operationally interlinked nature of PSA and CPSU (SPSF Group) SA Branch, including common membership, records, officials and staff, both PSA and CPSU (SPSF Group) shall be taken as a single body for the purposes of satisfying the requirements of the Privacy Act.

The principal activities of PSA/CPSU are:

- representing members in workplaces on industrial matters;
- industry-wide negotiations with employers and employer organisations;
- representing members before the federal Fair Work Commission, South Australian Employment Tribunal, and other courts and tribunals on matters relevant to workplace issues;
- providing information to members about their employment and related rights and obligations;
- lobbying state and federal government and other relevant bodies about matters of concern to members in relation to their employment and the services they provide to the community;
- publicising to members and to the community issues of concern to members and proposals to address these concerns;
- conducting research and other activities in order to enable PSA/CPSU to effectively carry out these functions;
- providing members with access to a range of non-industrial services on favourable terms.

The union collects personal information from members, including name, address, employer, occupation, classification, salary, date of birth and contact details.

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The union collects this information in order to:

- contact members about matters relating to their union membership;
- inform members about their rights and campaigns;
- assist members with industrial relations and employment matters;
- ensure that services and programs are relevant to the needs of members, including by carrying out surveys and other research;
- meet statutory requirements under the *Fair Work Act 1994 (SA)* and the *Fair Work Act 2009 (Cth)* and other relevant legislation.

More detailed information is collected where the PSA/CPSU is assisting members with individual cases.

This PSA/CPSU privacy statement provides:

- a commitment to secure storage of, and control of access to, personal information by the union and any other organisations with which it deals;
- a commitment not to pass information to third parties without the member's consent, other than particular cases of contracted-out services, such as the use of mail houses, or where required by law;
- for a member to contact the PSA/CPSU to view information held about them and may correct any inaccuracies;
- for members who do not wish to receive information from the PSA/CPSU by mail, email or other means, to contact the PSA/CPSU to arrange this.

PSA/CPSU websites

PSA/CPSU websites may contain links to other websites. The PSA/CPSU are not responsible for the privacy policies of the entities responsible for those websites and recommends that you review the privacy policies applicable to any other websites you visit.

The kinds of information PSA/CPSU may collect

When you provide your personal information, it allows the PSA/CPSU to, for example, assist you with industrial relations and employment queries; inform you about campaigns; and accept your application for membership. You may supply personal information to the PSA/CPSU by, for example, responding to a survey, filling in a meeting attendance sheet, taking part in a competition or promotion, completing a membership form, discussing your issues with a Worksite Representative, or signing up to a campaign. The PSA/CPSU only collects personal information that is necessary to perform its functions and/or activities.

The *Privacy Act 1988 (Cth)* allows the collection of sensitive information which relates solely to members or people who have regular contact with the PSA/CPSU if the sensitive information relates to PSA/CPSU activities. PSA/CPSU will only collect sensitive information where we have received your consent to your personal information being collected, used, disclosed and stored in accordance with this Policy.

Where you provide information to the PSA/CPSU in relation to a job application the personal information you provide will only be collected, held, used and disclosed for the purposes of considering your potential employment with the PSA/CPSU. Where you provide the details of referees, you confirm that you have informed the referees that you are providing their contact information to the PSA/CPSU and they have consented to the PSA/CPSU contacting them and discussing the personal information you have provided in relation to the job application.

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Collection of information

The usual method by which the PSA/CPSU will collect personal information is to receive it directly from you, and will do so by this method unless:

- you have consented to the collection of your personal information from third parties or your representatives; or
- when advised by your employer (eg an employing agency relocation, name or address change, or payments made on your behalf); or
- advised by a PSA/CPSU worksite representative/contact or elected official; or
- it is unreasonable or impractical to collect information by other means.

PSA/CPSU will collect information in accordance with legislative requirements.

You can choose to interact with PSA/CPSU anonymously or by using a pseudonym where it is lawful and practicable. For example, you may wish to participate or enquire about a particular campaign anonymously or under a pseudonym. Your decision to interact anonymously or by using a pseudonym may affect the level of services we can offer. For example, the PSA/CPSU may not be able to assist you with a specific industrial enquiry or investigate a complaint on an anonymous or pseudonymous basis. PSA/CPSU will inform you if this is the case and let you know the options available to you.

Disclosure of your personal information

The PSA/CPSU may disclose your personal information, in connection with or to further the purposes outlined above, to:

- government bodies or agencies where authorised by law to do so;
- organisations that the PSA/CPSU engage to provide functions (including information technology providers, Legal Services Scheme, member benefits providers, mail houses);
- insurance companies where PSA/CPSU holds a policy that covers you (eg Journey Accident Insurance);
- law firms and solicitors or barristers where the PSA/CPSU engages these firms to act for a member or group of members;
- auditors;
- otherwise as you have consented; and/or
- otherwise as required by law.

The PSA/CPSU takes reasonable steps to ensure each organisation to which we disclose your personal information to is committed to protecting your privacy and complies with the Australian Privacy Principles, or is subject to a law or scheme that is at least substantially similar to the way in which the Australian Privacy Principles protect information. In the event that overseas disclosure may occur, for example in the use of online member engagement platforms, then PSA/CPSU will ensure that this is under an arrangement which is substantially similar to Australian Privacy Principles. By providing your personal information to PSA/CPSU, you consent to PSA/CPSU transferring your personal information to such other organisations.

How the PSA/CPSU holds personal information

Wherever reasonably practicable the PSA/CPSU holds electronic personal information on data servers that are owned and controlled by the PSA/CPSU. The data servers are password protected and login secured. If personal information is only routed through servers located outside of Australia, this is not regarded as a disclosure.

Wherever reasonably practicable the PSA/CPSU holds physical personal information in access controlled premises.

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When the PSA/CPSU no longer requires your personal information for a specific purpose and we are not required to keep it to comply with any laws, we will take such steps as are reasonable in the circumstances to destroy your personal information or to ensure that the information is de-identified.

Internal policies, procedures and staff training will comply with PSA/CPSU Privacy Policy requirements.

Government Identifiers

PSA/CPSU will not adopt as our own identifier a government related identifier of an individual, such as a Tax File Number or Medicare card number.

How you may seek access and/or correction to personal information held by the PSA/CPSU

You have the right to request access to your personal information and request that it be updated or corrected. To request access to, correction of, or updating of any personal information held about you, please write to the Privacy Officer.

The PSA/CPSU requires that you provide proof of identity in order to seek access to your personal information. The PSA/CPSU may charge a reasonable fee where access is provided. The PSA/CPSU may refuse to provide access if permitted to do so by law or under the APPs. The Union will seek to provide you with access to your personal information within 30 days of receipt of a valid request and may charge you a reasonable fee for doing so.

You should contact the PSA/CPSU when your personal information details change. It is important that we keep our membership details up to date. Please contact the Membership Team at membership@psaofsa.asn.au.

How you may complain about a breach of the Australian Privacy Principles

To make a complaint about an alleged breach of the APPs please write to or email the Privacy Officer, 122 Pirie St, Adelaide SA 5000 or enquiries@psaofsa.asn.au Please provide all details about your complaint as well as any supporting documentation to the Privacy Officer.

How the PSA/CPSU will deal with complaints

The PSA/CPSU will seek to deal with privacy complaints as follows:

- complaints will be treated seriously;
- complaints will be dealt with promptly;
- complaints will be dealt with confidentially;
- complaints will be investigated by the Privacy Officer; and

the outcome of an investigation will be provided to the complainant where the complainant has provided proof of identity. The Union will seek to respond within 30 days of receipt of a valid complaint.

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Variations to the Privacy Statement

This statement may be varied from time to time and an updated version will be posted on the PSA/ CPSU website, www.psaofsa.asn.au. Please check this website regularly to ensure that you have the most recent version of the statement.

Any questions in relation to this statement or other privacy issues must be directed to the Privacy Officer.