

Environment Centre of the Northern Territory

POLICY	ECNT Privacy and Confidentiality Policy		
DRAFTED BY:	KIRSTY HOWEY	APPROVED BY BOARD:	18 Sept 2025
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VERSION	1		

PURPOSE

The Environment Centre NT Ltd (ECNT) recognises the importance of, and is committed to protecting and upholding, the privacy and rights of all individuals ECNT deals with, in relation to their personal Information.

SCOPE

This privacy policy relates to the full range of ECNT's stakeholders - its supporters, staff, volunteers and the communities it works with.

This policy applies to all ECNT workers, volunteers, contractors and Board of Directors and in all workplaces, including digital realm.

DEFINITIONS

Personal Information: Personal information in general terms means any information that can be used to personally identify someone. It includes information or an opinion, whether true or not and whether recorded in a material form or not, about an individual who is identified or reasonably identifiable. Personal information does not include anonymous information, aggregated or de-identified information.

Sensitive Information: Sensitive information is a subset of personal information and is given a higher level of protection. Sensitive information is defined in the Privacy Act and includes information or an opinion about an individual's racial or ethnic origin; political opinions; membership of a political association; religious beliefs or affiliations; philosophical beliefs; membership of a professional or trade association; membership of a trade union; sexual preferences or practices; or criminal record.

POLICY PRINCIPLES:

ECNT will ensure that:

- it meets its legal and ethical obligations as an employer and service provider in relation to protecting the privacy of clients and others.
- stakeholders are provided with information about their rights regarding privacy.
- staff, volunteers and others are provided with privacy when they are being interviewed or discussing matters of a personal or sensitive nature, and
- all staff, Board members and volunteers understand what is required in meeting these obligations.

COLLECTION AND STORAGE OF PERSONAL INFORMATION

The type of information collected will depend on the nature of a person's interaction with ECNT. For example, but not exclusively, when individuals:

- register for a subscription to an ECNT publication, ECNT may collect name, organisation and contact details and details about the information accessed in said publications.
- make a donation to ECNT, ECNT may collect name, organisation, contact details, the amount and frequency of the donation and payment details.
- purchase from the online shop or at a stall, ECNT may collect name, organisation, contact details, payment details
- attend an event, ECNT may collect name, organisation, contact details, payment details (if applicable) and any dietary and accessibility requirements.
- sign a petition, ECNT may collect name, organisation, contact details.
- participate in a survey or evaluation, ECNT may collect name, organisation contact details and survey responses.
- send an enquiry, ECNT may collect name, contact details and details of query.

- make a complaint, ECNT may collect name, contact details, the details of complaint, information collected in any investigation of the matter and details of the resolution of the complaint.
- apply for a role at ECNT, ECNT may collect the information included in the application, including cover letter, resume, contact details and references.
- provide scientific and technical advice to ECNT, ECNT may collect name, organisation, contact details and information on areas of professional expertise.

ECNT's web site uses the IP (Internet Protocol) addresses of visitors to the site to administer the site, track users' movements, and to gather broad demographic information. However, IP addresses are not linked to personally identifiable information and therefore the information and statistics ECNT produces does not enable individual users to be identified.

ECNT does not collect any personally identifiable information from visitors to the site except that which is supplied on a voluntary basis.

COOKIES

ECNT sometimes collects personal information through the use of cookies. Cookies are small text files created and stored on an hard drive by an internet browser software, in order to hold relevant information about the web page currently viewed. Most internet browsers allow to disable cookies altogether – browser's help menu will offer guidance on how to do this. While it is possible to browse the websites with cookies disabled, some website functionality may not be available or may not function correctly.

PURPOSES OF COLLECTING, HOLDING, USING AND DISCLOSING PERSONAL INFORMATION

ECNT will process the information collected and may link or combine information with other personal information previously held. ECNT collects, holds, uses and discloses personal information for the following purposes:

- To undertake law reform and policy work.
- for use in monitoring, assessing and improving ECNT 's services and operations, including but not limited to as part of peer review of service, and reporting to funding providers.
- to send supporter updates, including campaign information and updates, fundraising and information about upcoming events.
- for communication and promotion across digital channels and platforms, including social media.
- to answer enquiries and provide information or advice about ECNT 's work.
- to send email and/or postal communications that have been requested.
- to manage and dispatch items purchased
- to recruit staff, contractors, and volunteers.
- For administration of donor and subscription records.
- to notify about changes to website and services.
- to make financial transactions in accordance with the person's instructions.
- to process and respond to any complaints, or issues and
- to comply with any law, rule, regulation, lawful and binding determination.

ECNT may also collect, hold, use and disclose personal information for other purposes explained at the time of collection or which are required or authorised by or under law for which the individual has provided their consent.

COLLECTION OF DATA FOR COMMUNICATION PURPOSES

ECNT will always ask for consent to receive emails, event promotions or other correspondence relating to the services of ECNT. Any individual can unsubscribe from such email communications at any time. In addition, any individual can email admin@ecnt.org to remove their email or mailing address from all our mailing lists.

ACCESSING AND CORRECTING PERSONAL INFORMATION

An individual may request access to any personal information ECNT holds about them at any time by contacting ECNT at admin@ecnt.org.

SHARING INFORMATION WITH THIRD PARTIES

ECNT will not sell or rent personally identifiable information to any third party, outside of what is set out in this policy.

Except as stated in this Policy or unless stated at the time of collection of information, only ECNT collects personal information from the ECNT website.

ECNT may disclose personal information to employees, volunteers, contractors or service providers for the purposes of providing services including but not limited to, IT systems administrators, accountants, couriers electronic network administrators.

If ECNT co-organises or co-hosts a specific event with a third party, the information entered at registration, and only that information, may be shared with that third party.

STORAGE AND SECURITY AND INTEGRITY OF PERSONAL INFORMATION

ECNT takes reasonable steps to ensure that personal information ECNT collect, use and disclose is accurate, up-to-date, complete and relevant. These steps include promptly updating personal information when ECNT are advised that the information has changed. ECNT also takes reasonable steps to ensure personal information is protected from misuse and loss and from unauthorised access, modification or disclosure.

ECNT stores personal information for as long as it is needed for the purpose for which it was collected or as required by law. ECNT holds personal information in both hard copy and electronic formats. Paper files are stored in secure cabinets onsite. They may also be archived in boxes and stored offsite in secure facilities.

The security of personal information is important to ECNT. The organisation uses a range of physical and technical security processes and procedures to protect the confidentiality and security of the information that is held. These are updated from time to time to address new and emerging security threats.

The steps ECNT takes to secure the personal information include:

- website protection measures (such as encryption, firewalls and anti-virus software)
- access restrictions to computer systems (such as login and password protection)
- restricted access to office premises
- staff training and implementation of workplace policies and procedures that cover access, storage and security of information.

CROSS-BORDER DISCLOSURE OF PERSONAL INFORMATION

ECNT operates mostly on Australian soil. Occasionally, ECNT may transfer personal information about an individual to someone (other than ENCT or the individual) who is in a foreign country. ECNT will only do so if ECNT has taken reasonable steps to ensure that the information, which it has transferred, will not be held, used or disclosed by the recipient of the information inconsistently with the Australian Privacy Principles, unless:

- ECNT reasonably believes that the recipient of the information is subject to a law, binding scheme or contract which effectively upholds principles for fair handling of the information that are substantially similar to the Australian Privacy Principles and there are mechanisms an individual can access to enforce the protection of the law or binding scheme; or
- the individual consents to the transfer after having been informed that ECNT will not be required to take reasonable steps to ensure that the information, which it has transferred, will not be held, used or disclosed by the recipient of the information inconsistently with the Australian Privacy Principles; or
- the use or disclosure of the information is required or authorised by or under an Australian law or a court/tribunal order; or
- a “permitted general situation” as defined in subsection 16A of the Act) exists (excluding items 4 & 5) in relation to the use or disclosure of the information.

COMPLAINTS

ECNT try to meet the highest standards in order to protect privacy and confidentiality. However, anyone who is concerned about the way in which personal information is managed, or anyone who thinks ECNT may have breached the Australian Privacy Principles, or any other relevant obligation, they are encouraged to contact ECNT via email at admin@ecnt.org. Complaints must be lodged in writing. ECNT will endeavour to deal with the matter within a reasonable time and will keep the complainant informed of the progress of the investigation.

If ECNT has not responded to a complaint within a reasonable time or if the complainant feels that the issue has not been resolved satisfactorily, the next step is to contact ECNT to discuss the concerns. Complaints may also be made to the Office

of the Australian Information Commissioner (OAIC). Contact details can be found at the OAIC's website - <http://www.oaic.gov.au> or, in some instances, other regulatory bodies.

BREACH OF THIS POLICY

Any breach of this Policy may result in counselling and/or disciplinary action, which, in the case of employees, may lead to dismissal, or, in the case of volunteers, may lead to the cessation of engagement. Any breach of this policy by a contractor may result in cancellation by the ECNT of the services provided by that contractor.

CONTACT DETAILS

All queries or complaints regarding this Privacy Policy, or requests for access to, or correction of, personal information should be directed to

Kirsty Howey, Director
Environment Centre NT
Unit 3 Woods Street,
Darwin City NT 0820
Admin@ecnt.org

REFERENCES

Environmental Defenders Office - Privacy Policy <https://www.edo.org.au/wp-content/uploads/2021/07/Privacy-Policy-v.1.pdf>
Privacy Act 1988 No. 119, 1988 <https://www.legislation.gov.au/C2004A03712/2019-08-13/text>