

Safe Work Australia

# Safe Work Australia Privacy Policy

Internal Policy

Date	Current version
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12 July 2024	4
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# 1. About this Privacy Policy

This privacy policy outlines how Safe Work Australia (**SWA**) manages and protects personal information under the *Privacy Act 1988* (**Privacy Act**) and the Australian Privacy Principles (**APPs**).

In this privacy policy, 'personal information' and 'sensitive information' have the meanings given to them in the Privacy Act.

## 2. Collection of personal information

### Why we collect personal information

We collect personal information to perform our functions, which are set out in the *Safe Work Australia Act 2008* (Cth) (**SWA Act**). Specifically, SWA's functions are to:

- develop and evaluate national work health and safety and workers' compensation policies, strategies and arrangements
- develop and evaluate a model work health and safety legislative framework
- undertake and publish relevant research
- collect, analyse and publish relevant data
- develop and implement national educational programs
- collaborate with national and international bodies on work health and safety and workers' compensation policy.

More information about our functions is available on our [website](#).

We also collect personal information to:

- answer general enquiries, including data requests
- manage events (including awards ceremonies and international delegations)
- manage subscription services for the SWA website
- conduct business activities within SWA (including office visits)
- perform employment, WHS and personnel functions, such as recruiting and appointing staff
- manage the operation of (and participate in) committees, boards, reference and working groups
- manage tenders and grants/sponsorships

### Kinds of personal information we collect

We collect:

- identity data (name, nationality, date of birth, sex/gender)
- contact details (address, phone number, email)
- employment information (work status, occupation, industry)
- information about personal circumstances and legal proceedings
- injury details (nature, location, mechanism of injury or disease).

Additionally, we collect personal information about our employees, job applicants, contractors and others in relation to employment. This may include records relating to:

- personnel (including correspondence, travel records, curricula vitae and remuneration)

- payroll matters
- disciplinary and counselling matters
- applications for employment and CVs
- identity documents
- information about your financial affairs
- government identifiers
- security clearances and police record checks
- travel records
- WHS matters, including accident and injury records, compensation and rehabilitation files.

## How we collect personal information

We collect personal information in a range of circumstances, including when individuals:

- call, write to and email us
- subscribe to our mailing list
- use our website
- visit our offices
- apply for a job with us
- respond to our stakeholder consultations
- participate in our surveys
- interact with us on our website or social media accounts.

In most cases, we collect personal information directly from the individual. We may also collect personal information from other people and organisations, including other work health and safety regulators and workers' compensation authorities and media sources, where:

- the individual consents (for example, when they agree to participate in a survey)
- it is required or authorised by or under the SWA Act or another Australian law (for example, when we collect data for our 'publication' function)
- it is impractical or unreasonable to collect it from the individual.

## Remaining anonymous or using a pseudonym

Where practicable, individuals can interact with us anonymously or by using a different name (pseudonym). For example, an individual may remain anonymous when seeking general information about a dataset, program, policy or consultation process. An individual may also remain anonymous when requesting data or making a complaint or suggestion.

Sometimes it may be impracticable to remain anonymous or use a pseudonym, or we may be legally required to deal with an individual in an identified form. For example, we may not be able to resolve a complaint without collecting the complainant's name. We will notify you at the time of collection if this is the case.

## 3. Collection of de-identified data

We also collect data about work health and safety and workers' compensation in Australia. This data comes from a range of sources, including other government agencies and media reports.

The data is usually de-identified when we collect it, but sometimes personal and sensitive information is included where, for example, the individual is named or their identity can reasonably be ascertained. We handle all the data collected in accordance with the Privacy Act.

For more information about our datasets, how we handle personal information within them and the publication of data, see our [Data Collection and Privacy](#) page.

## 4. Use and disclosure of personal information

We use and disclose personal information to prepare reports for publication (including on our interactive data website <https://data.safeworkaustralia.gov.au/>), and also to undertake surveys, publish data or to respond to an individual who contacts us. We also use it to manage our staff and recruitment processes.

We sometimes use or disclose personal information for other (secondary) purposes. For instance, we may prepare de-identified versions of data sets for a research or education purpose and disclose it to a third party such as a university under strict conditions. This will only occur when it is permissible under the APPs. This could be where:

- the individual consents
- the individual would reasonably expect that their information will be disclosed for the secondary purpose and that purpose is related to the primary purpose of collection, or, in the case of sensitive information, directly related to the primary purpose
- disclosure is required or authorised by or under an Australian law.

### Disclosure of personal information overseas

We may be required to disclose your personal information to parties or persons who are located overseas in exercising our functions. When we do so, we ensure we comply with the APPs, particularly APP 8 relating to cross-border disclosure of personal information.

The situations in which we may disclose personal information overseas include:

- the provision of information to international bodies when collaborating on WHS and workers' compensation policy
- the publication on the internet of material which may contain personal information, such as SWA reports and other documents, photographs, video recordings and audio recordings and posts and comments on our social media channels
- where recipients of SWA communications use an email account that stores data on an overseas server
- where people post and comment on our social media channels

It is not practicable to list every country to which we may provide personal information as this will vary depending on the circumstances.

### Disclosure of personal information to service providers

SWA uses a number of service providers to whom we disclose personal information. These include providers that host our website servers, manage our IT and manage our human resources information.

To protect the personal information we disclose we:

- enter into a contract or Memorandum of Understanding (**MOU**) which requires the service provider to only use or disclose the information for the purposes of the contract or MOU

- include special privacy requirements in the contract or MOU to ensure your personal information is handled securely and in accordance with the APPs.

## 5. Storage and security of personal information

The personal information we hold is stored on secure media, including an electronic document and records management system, databases and paper files. Some of the datasets we collect are stored in cloud storage on Microsoft Azure servers located in Australia, which has been assessed as compliant with Australian Government security requirements. Electronic and paper records containing personal information are also protected in accordance with such requirements. We store personal information in accordance with our Records and Information Management Policy and relevant legislation, such as the *Archives Act 1983* (Cth).

We take all reasonable steps to protect the personal information we hold against loss, unauthorised access, use, modification, disclosure or misuse. If we become aware of a data breach, or possible data breach, we will act in accordance with our Data Breach Response Plan.

Our key policies to protect the information we hold include:

- setting appropriate access control settings and accessing our records internally on a 'need-to-know' basis (subject to holding an appropriate security clearance)
- storing paper records, including personnel and HR files, in appropriately secure, locked cabinets
- implementing clear-screen/clear-desk policies.

## 6. Collection of personal information via our website

### Website analytics collection

We record standard anonymous information about visitors' computers when accessing the SWA website via [Google Analytics](#). We log the following information for statistical purposes to assist in providing a better online service:

- IP address and location (city-level)
- operating system and device information
- the date, time, and length of visits
- internet service provider
- the pages accessed and the documents downloaded
- the type of browser used.

We use this information for systems administration and statistical analysis.

The collected information does not provide us with any personal details about individuals, it only provides technical information on the device used to access the website.

If you do not wish for us to keep this information you may disable Google Analytics using:

- Google's [web browser plugin](#)
- a [TOR web browser](#) to stay anonymous online
- other privacy methods that avoid tracking and cookies.

## Cookies

Our online platforms use cookies. Cookies remember visitors' browsers between page visits. Cookies only identify browsers, not individual users.

We may use cookies to identify patterns of site usage. Our cookies do not store personal information. If you disable our cookies this won't affect most of our website, although some advanced functions may not be available.

## GovCMS

GovCMS is an open-source content management service hosted on a managed cloud platform. We manage our website with a range of GovCMS tools.

The Department of Finance manages our access to GovCMS and may collect and use website analytics data from our website. The Department of Finance may engage a third party to provide services in the delivery of GovCMS, who may have access to personal information.

Our information and communications technology (ICT) service providers may access visitor information for the purposes of providing services to us. Visitor information may include personal information, such as information included in an online form on our website.

## 7. Cloud services

We use web-based cloud services for some features on our website. We do not own these services.

Using these services is optional. You may use a pseudonym or anonymous details to keep your identity private.

Some cloud services may be based overseas, including in the USA. Your data may be hosted overseas and subject to foreign laws.

- Services we use include [Campaign Monitor](#) for our email subscriber list.
- Microsoft Forms through access to SharePoint for surveys.

If you do not want to use these services, surveys can be posted or emailed to you.

- Email us about removing your data from the cloud services we use (see the '**Contact us**' section of this privacy policy).

## 8. Access to and correction of personal information

Under the Privacy Act, you have the right to ask:

- for access to personal information that we hold about you
- that we correct that personal information.

You also have similar rights under the *Freedom of Information Act 1982* (Cth).

You can ask for access, or request correction, by contacting us (see the '**Contact us**' section of this privacy policy).

## 9. Complaints

If you think we may have breached your privacy, or you are not satisfied with our response to your request, you may contact us to make a complaint (see the '**Contact us**' section of this privacy policy). We take all complaints seriously and are committed to a quick and fair resolution. All complaints will be managed confidentially and in accordance with the Privacy Act.

If you are dissatisfied with the outcome of your complaint or the way in which SWA has handled your complaint, you may complain to the Office of the Australian Information Commissioner (**OAIC**). A complaint to the OAIC needs to be made in writing. For more information, see the [OAIC website](#).

## 10. Register of privacy impact assessments

The Privacy Act requires us to maintain a register of [privacy impact assessments](#) we conduct.

## 11. Further information

### Review date

This privacy policy is reviewed annually or when there is a significant change in our functions or information handling practices. The next review date is:

June 2025

### Contact us

To find out more about how we manage personal information, to make a complaint, or to request access to or correction of personal information, please contact our Privacy Officer via:

**Email:** [privacy@swa.gov.au](mailto:privacy@swa.gov.au)

**Post:** *Privacy Officer*, Safe Work Australia, GPO Box 641, Canberra ACT 2601