

**Department of Agriculture, Water and the
Environment**

Privacy Policy Summary

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Scope

The purpose of the Department of Agriculture, Water and the Environment’s (department) privacy policy is to:

- clearly communicate the personal information handling practices of the department;
- enhance the transparency of the department’s operations, and
- give individuals a better and more complete understanding of the sort of personal information the department holds, and the way the department handles that information.

This summary provides you with a succinct overview of how the department handles your personal information.

More information can be found in the department’s [complete privacy policy](#).

The kinds of personal information collected and held by the department

The department will generally collect your personal information directly from you, unless it is unreasonable or impracticable to do so. There may be times when the department may collect personal information from your authorised agent or a third party

The kinds of information the department collects and holds can include:

Information Type	Description
Personal information	<ul style="list-style-type: none"> • name • age or birth date and gender • contact details (including address, phone, facsimile number, and email addresses) • bank account details • photographs, videos or audio of individuals • employment details (including occupation, qualifications, CV and remuneration) • education details (level of education, study assistance and courses) • financial information (ABN) – this may include credit card transactions, bank and property information • insurance details • vessel and vehicle details • emergency details including next of kin • driver’s licence and passport information • travel details • the products and services you have purchased or which you have enquired about, together with any additional information necessary to deliver those products and services and to respond to your enquiries • opinions
Sensitive information (a subset of Personal information)	<ul style="list-style-type: none"> • racial or ethnic origin • political opinion or association • religious beliefs or affiliations • philosophical beliefs • trade or professional associations and memberships • union membership • sexual orientation or practices • criminal record

	<ul style="list-style-type: none">• health or genetic information• biometric information
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The purposes for which the department collects, holds, uses and discloses your personal information

The purpose for the department collecting your personal information is important as it limits how the department can use and disclose your personal information. Unless an exception applies, the department will:

- only use or disclose your personal information for the purpose it was collected, and
- notify you of this purpose at the time of collection, or as soon as practicable after collection.

The department will only use or disclose your personal information for another purpose where it is able to do so in accordance with the Privacy Act.

How to access and seek correction of your personal information

If you are an external client or stakeholder you should contact the relevant business area within the department, in writing, for access to or correction of your personal information. If you do not know which area of the department holds your personal information you can use the '[contact us](#)' link on the department's [website](#).

Current and former department employees who wish to gain access to, or correct their personal information need to contact the People Services Branch (People Help) in the first instance. People Help can be contacted via email at PeopleSupport@awe.gov.au.

How you can complain about the handling of your personal information and how the complaint will be managed

You can complain in writing about how the department has handled your personal information.

In the first instance, any privacy concerns or complaints should be reported to the department by:

Email: privacy@awe.gov.au

Mail: Privacy, Department of Agriculture, Water and the Environment, GPO BOX 858, Canberra, ACT, 2601.

If you are not satisfied with the department's handling of your complaint, you also have the option of contacting the Privacy Commissioner within the Office of the Australian Information Commissioner (OAIC). The Privacy Commissioner can be contacted on:

Phone: 1300 363 992

Email: enquiries@oaic.gov.au

Mail: OAIC, GPO Box 5218 Sydney NSW 2001.