



## Sydney Heritage Fleet Privacy Statement

### Your privacy is important to us

This statement outlines how Sydney Heritage Fleet (also known as Sydney Maritime Museum) uses and manages personal information provided to or collected by it.

Sydney Heritage Fleet is committed to the right to privacy and the protection of personal information. This commitment is enshrined in the [Fleet's Privacy Policy](#).

Sydney Heritage Fleet is bound by the [Privacy Act 1988 \(Cth\)](#) and is committed to following the [Australian Privacy Principles](#) contained in the [Privacy Amendment \(Enhancing Privacy Protection\) Act 2012](#).

The Australian Privacy Principles are as follows:

**APP 1 — Open and transparent management of personal information**  
Ensures that APP entities manage personal information in an open and transparent way. This includes having a clearly expressed and up to date APP privacy policy.

**APP 2 — Anonymity and pseudonymity**  
Requires APP entities to give individuals the option of not identifying themselves, or of using a pseudonym. Limited exceptions apply.

**APP 3 — Collection of solicited personal information**  
Outlines when an APP entity can collect personal information that is solicited. It applies higher standards to the collection of 'sensitive' information.

**APP 4 — Dealing with unsolicited personal information**  
Outlines how APP entities must deal with unsolicited personal information.

**APP 5 — Notification of the collection of personal information**  
Outlines when and in what circumstances an APP entity that collects personal information must notify an individual of certain matters.

**APP 6 — Use or disclosure of personal information**  
Outlines the circumstances in which an APP entity may use or disclose personal information that it holds.

**APP 7 — Direct marketing**  
An organisation may only use or disclose personal information for direct marketing purposes if certain conditions are met.

**APP 8 — Cross-border disclosure of personal information**  
Outlines the steps an APP entity must take to protect personal information before it is disclosed overseas.

**APP 9 — Adoption, use or disclosure of government related identifiers**  
Outlines the limited circumstances when an organisation may adopt a government related identifier of an individual as its own identifier, or use or disclose a government related identifier of an individual.

**APP 10 — Quality of personal information**  
An APP entity must take reasonable steps to ensure the personal information it collects is accurate, up to date and complete. An entity must also take reasonable steps to ensure the personal information it uses or discloses is accurate, up to date, complete and relevant, having regard to the purpose of the use or disclosure.

**APP 11 — Security of personal information**  
An APP entity must take reasonable steps to protect personal information it holds from misuse, interference and loss, and from unauthorised access, modification or disclosure. An entity has obligations to destroy or de-identify personal information in certain circumstances.

**APP 12 — Access to personal information**  
Outlines an APP entity's obligations when an individual requests to be given access to personal information held about them by the entity. This includes a requirement to provide access unless a specific exception applies.

**APP 13 — Correction of personal information**  
Outlines an APP entity's obligations in relation to correcting the personal information it holds about individuals.

[www.oaic.gov.au](http://www.oaic.gov.au)

For private sector organisations,  
Australian Government  
and Norfolk Island agencies  
covered by the Privacy Act 1988

Sydney Heritage Fleet may, from time to time, review and update its Privacy Policy to take account of new laws and technology, changes to Sydney Heritage Fleet's operations and practices and to make sure it remains appropriate to the changing legal environment.

## **Personal information we collect**

The type of information Sydney Heritage Fleet collects and holds is related to the purpose for which the information is collected.

For members, volunteers and contractors Sydney Heritage Fleet collects personal information about a range of areas including but not limited to:

- contact details;
- credit card details;
- bank account and taxation details (for contractors);
- relevant qualification(s);
- relevant dietary information;
- health (where necessary and/or relevant);
- police and working with children clearances (where necessary);
- the person(s) you would wish us to contact in the case of an emergency.

For clients and passengers Sydney Heritage Fleet will collect personal information about a range of areas including but not always limited to:

- your contact details;
- credit card details;
- any relevant dietary or health information;
- the person(s) you would wish us to contact in the case of an emergency.

## **How we collect personal information**

Sydney Heritage Fleet will generally collect personal information held about an individual by way of an on-line form or over the phone.

You have the right to seek to deal with us anonymously or using a pseudonym, but in almost every circumstance it will not be practicable for us to deal with you or provide any services to you except for the most general responses to general enquiries, unless you identify yourself.

## **Personal information provided by other people**

In some circumstances Sydney Heritage Fleet may be provided with personal information about an individual from a third party, for example a family member, friend or booking agent arranging an excursion on your behalf.

## **Quality of personal information**

Sydney Heritage Fleet will take all reasonable steps to ensure that the personal information it collects and uses is accurate, complete and up-to-date.

Individuals are encouraged to alert Sydney Heritage Fleet to any changes to their personal information as they become aware of them. This can be done via mail, email or, in the case of members, their secure personal page on the Fleet's website.

### **Security of personal information**

Sydney Heritage Fleet is committed to ensuring that the personal information it collects and holds is stored securely and protected from unauthorised access.

### **Your access to your personal information**

You have the right to check what personal information Sydney Heritage Fleet holds about you.

Under the Commonwealth Privacy Act and the Health Records Act, an individual has the right to obtain access to any personal information which Sydney Heritage Fleet holds about them.

Sydney Heritage Fleet may require you to verify your identity and specify what information you require. Although no fee will be charged for accessing your personal information or making a correction, Sydney Heritage Fleet may charge a fee to retrieve and copy any material. If the information sought is extensive, the Sydney Heritage Fleet will advise the likely cost in advance.

### **Updating personal information**

Sydney Heritage Fleet endeavours to ensure that the personal information it holds is accurate, complete and up-to-date. A person may seek to update their personal information held by Sydney Heritage Fleet by contacting the office at any time or, in the case of members and volunteers, logging into their personal section of the website.

The Australian Privacy Principles and the Health Privacy Principles require Sydney Heritage Fleet not to store personal information longer than necessary. In particular, the Health Privacy Principles impose certain obligations about the length of time health records must be stored.

### **Sharing personal information**

On occasions, Sydney Heritage Fleet may share lists of contact details with people within the organisation for a particular purpose, for example so that passengers booked for a voyage can be contacted if they do not arrive on time, or for volunteer rosters, training and Fleet events.

Such information will only be used for Sydney Heritage Fleet sanctioned purposes.

Please inform [info@shf.org.au](mailto:info@shf.org.au) if you do not want your information shared with others or only shared for specific purposes.

### **Use of personal information**

Sydney Heritage Fleet will use personal information it collects from you for the primary purpose for which it was collected, namely contact with members, volunteers and clients, and for any secondary purposes related to the primary purpose of collection which would be reasonably expected, such as outlined, or to which you have consented.

In relation to direct marketing, Sydney Heritage Fleet may use your personal information for direct marketing. Any such material will include an opportunity for you to opt-out from receiving such material and Sydney Heritage Fleet undertakes to ensure that you will not receive future marketing material.

If we use your personal information obtained from a third party we will still send you direct marketing information where you have consented and which will also contain an opt out provision.

We may use video surveillance for security purposes and the footage will be used only by Sydney Heritage Fleet and by the providers of our security services for security purposes. Surveillance videos are not used by Sydney Heritage Fleet for other purposes and the footage is not publicly available. Surveillance cameras are not located in any bathrooms or change room facilities.

### **Job applicants, contractors and staff**

In relation to the personal information of job applicants and contractors, Sydney Heritage Fleet's primary purpose of collection is to assess and (if successful) to engage the applicant or contractor, as the case may be.

Where Sydney Heritage Fleet receives unsolicited job applications, these will usually be dealt with in accordance with the unsolicited personal information requirements of the Privacy Act.

Because the Australian Privacy Principles do not apply to employees, Sydney Heritage Fleet's Privacy Policy does not apply to a current or former employment relationship between the Fleet and an employee. This being said, obligations of confidentiality embedded in the Fair Work Act 2009 do extend to current and former employees.

### **Legal disclosure of personal information**

There are some circumstances in which Sydney Heritage Fleet might be legally obliged to disclose personal information to a law enforcement agency without the permission of the person concerned. Circumstances in which this might be the case include:

- unauthorised tampering or interference with files published on the Sydney Heritage Fleet website;
- unauthorised attempts to access any other Sydney Heritage Fleet files;
- communications which are defamatory, abusive, vilify individuals or give rise to a suspicion that an offence is being committed;
- attempts to compromise the security of the web server;
- breach of the laws of the State of NSW or the Commonwealth of Australia.

In all other cases where Sydney Heritage Fleet shares personal information with a third party, such as a government agency in the case of taxation or contractual obligations, this will be done with the consent of the person concerned.

### **Management and security of personal information**

Sydney Heritage Fleet's staff and volunteers are required to respect the confidentiality of personal information and the privacy of individuals.

Sydney Heritage Fleet has in place steps to protect the personal information it holds from misuse, loss, unauthorised access, modification, interference or disclosure by use of various methods including locked storage of paper records and pass-worded access rights to computerised records.

### **Enquiries and privacy complaints**

If you would like further information about the way Sydney Heritage Fleet manages the personal information it holds, please contact the office.

If you have any concerns or you think there has been a breach of privacy, then also please contact [companysecretary@shf.org.au](mailto:companysecretary@shf.org.au). If you are not happy with how your concerns have been addressed, you can lodge a complaint with the Fleet's Commodore at [commodore@shf.org.au](mailto:commodore@shf.org.au) in accordance with the [Sydney Heritage Fleet Complaints Policy](#).

If you are not satisfied with our response to your complaint then you can refer your complaint to the Office of the Australian Information Commissioner via:

- email: [enquiries@oaic.gov.au](mailto:enquiries@oaic.gov.au)
- telephone: 1300 363 992
- fax: +61 2 9284 9666.