



## Alice Springs Town Council's Privacy Statement

Alice Springs Town Council ("Council") is committed to protecting your privacy.

Council collects and manages personal information to provide services to the local Alice Springs community and to conduct local government functions under the *Local Government Act (NT)*. The community provides personal information to Council from time to time such as their name and contact details in order to access services, ask for help, make payments, participate in grant schemes and provide feedback.

Personal information, as defined in the *Information Act (NT)* means "information from which a person's identity is apparent or is reasonably able to be ascertained." This may include, in relation to an individual person:

- name;
- date of birth;
- address or location at this time;
- email address;
- telephone number;
- A recording of your telephone call with us;
- photos or CCTV recordings;
- Details about your interaction with us;
- Details of your account payable
- Your payment details
- Employment details

Council manages personal information in accordance with the Information Privacy Principles (IPP) of the Information Act. The IPPs are the source of law to ensure lawful and secure collection, storage, use and disclosure of personal information by Council. We also manage personal information in accordance with the *Local Government Act*, which requires us to protect our Elected Members and staff from undue intrusion into their private affairs. Please refer our list of [Council policies](#).

### How we manage personal information

#### Collection

When we ask you for personal information, or record it via a method of maintaining security, it is because we need it to fulfil our business functions; for example, to complete your request, issue a library card or some other permission, or record a payment.



There are a number of ways we may collect your personal information. We generally collect it by asking you directly, but we may also collect it on application forms, statutory declarations and through written or verbal correspondence. Sometimes we might receive your personal information from someone other than you, such as a government body.

It is our preference not to have personal information about you if we don't need it; therefore, it is our practice to delete or return to you any unsolicited personal information when it is no longer needed for the purpose for which it was collected.

### **Use and Disclosure**

We use your personal information in a number of ways, including:

- Maintaining municipal records (e.g. rates assessment records);
- Providing you with information you have asked for;
- Determining and providing the appropriate facilities to meet your needs;
- Dealing with applications and other Council processes (e.g. animal ownership and permits);
- Managing events and Council led community services;
- Managing grant agreements and programs; and
- Managing employment applications and recruitment matters.

From time to time, we may engage contracted service providers to manage personal information on our behalf. Such circumstances require a strong contractual arrangement that contain privacy and information security obligations on the contractor.

We take reasonable steps not to disclose your personal information outside of Council. However, there are limited occasions where we may need to disclose your personal information outside of Council; for example, where we have asked you (and you have consented), if there is a court order or if another law requires us to.

If you are concerned about possible publication of your personal information, please contact Council at the details below for assistance.

### **Security**

We take various physical, technical and administrative steps to ensure your personal information is protected from unauthorised access, use, loss, modification, disclosure or any other misuse. For instance, only authorised staff are allowed access to Council offices and files (and only for limited and specific purposes); our electronic systems apply role-based access and other system-specific controls; and, we apply a series of policies and procedures that are designed to keep personal information safe.



If you are concerned about the security of your personal information, or if you feel that your personal information held by Council has been compromised, please get in touch with Council at the details below.

### **Seeking access to and correction of personal information**

We support your right to access the personal information we hold about you, subject to some limited exceptions in the Information Act.

If you believe the personal information we hold about you is inaccurate, out of date or misleading, please let us know. We will generally be able to correct this for you. In some cases, a correction request may require us to refer to a specific process set out in a law other than the Information Act.

Please make your request for access to or correction of (your own) personal information in writing at the details below. You will be asked to provide suitable documentation to verify your identity before your request is processed.

### **Making a privacy complaint**

You have a right to complain to Council if you feel we have handled your personal information in a way that interferes with your privacy; for example, if you feel we have failed to collect and manage your personal information in accordance with the IPPs of the Information Act.

We accept privacy complaints in writing at the details below.

To ensure that your complaint can be actioned, please provide as much detail as possible about the nature of your concern; for example,

- Whether you are complaining about collection, security, use or disclosure of your personal information (or a combination of these);
- The particulars of the concern, such as date, time, information involved, or a specific incident;
- The detriment you feel you have experienced as a result of the interference; and
- Any other information that you feel will assist us in reviewing and addressing your complaint.

Please note: a failure of Council to provide access to or correction of (your own) personal information in accordance with any relevant laws is also something you may complain about.



We will make every effort to acknowledge your complaint within 5 days of receiving it, and to provide you with a response within 30 calendar days. If we need more time to deal with your complaint, we will tell you this in writing.

If you are unhappy with our response to your complaint, you can ask us to review it or you can make a complaint to the Office of the Information Commissioner. The complaints process for that Office is detailed online at <https://infocomm.nt.gov.au/complaints-and-appeals/overview> or, alternatively, you can contact the Information Commissioner direct as follows:

### **Office of the Information Commissioner (NT)**

Level 12

22 Mitchell Street,

Darwin NT 0800

Phone: 08 8999 1500

Free call: 1800 005 610

Fax: 08 8999 1828

Email: [infocomm@nt.gov.au](mailto:infocomm@nt.gov.au)

To find out more about how we manage personal information, to make an access/correction request or make a privacy complaint, please contact Council's Information Officer as follows:

### **Information Officer**

Alice Springs Town Council

Civic Centre

93 Todd Street

Alice Springs NT 0870

Mail: PO Box 1071, Alice Springs NT 0871



Phone: 08 8950 0500

Fax: 08 8953 0558

Email: [astc@astc.nt.gov.au](mailto:astc@astc.nt.gov.au)