



## PRIVACY POLICY

Walhalla Goldfields Railway recognises the importance of protecting the privacy and rights of individuals in relation to their personal information. We respect your rights under the Privacy Act 1988 ( Cth ) and we comply with the Act's requirements in respect of collection, management and disclosure of your personal information.

### ***What is your personal information ?***

When used in this privacy policy, the term “personal information” has the meaning given to it in the Act. In general terms, it is any information that can be used to personally identify you. This may include your name, address, telephone number, email address and profession or occupation. If the information we collect personally identifies you, or you are reasonably identifiable from it, the information will be considered personal information.

### ***Why we collect your details?***

The purpose of collection of members/volunteers details is so that the organisation (WGR) can communicate with its members/volunteers, provide accreditation authorities with relevant medical and training details and to determine members voting eligibility.

### ***What personal information do we collect and hold?:***

The following types of personal information are -

- name;
- mailing or street address;
- email address;
- telephone number;
- facsimile number;
- age or birth date;
- profession, occupation or job title;
- details of worker competency, health and fitness
- details of the services which you have enquired about, together with any additional information necessary to respond to your enquiries;
- any additional information relating to you that you provide to us directly through our websites or indirectly through use of our websites or online presence, through our representatives or otherwise;
- and
- information you provide to us through our office or customer surveys from time to time.

We may also collect information that is not personal information because it does not identify you or anyone else. For example, anonymous answers to surveys or aggregated information about how users use our website.

### ***How do we collect your personal information ?***

We collect your personal information directly from you unless it is unreasonable or impracticable to do so in ways including:

- through your access and use of our website;
- during conversations between you and our representatives; or
- when you complete an application for membership or volunteer application or renewal; and
- from third party companies such as law enforcement agencies and other government entities.

***What happens if we can't collect your personal information ?***

If you do not provide us with the personal information described above, some or all of the following may happen:

- we may not be able to provide the requested information or services to you, either to the same standard or at all;
- we may not be able to provide you with information about services that you may want, including information about discounts, sales or special events, promotions; or
- we may be unable to tailor the content of our websites to your preferences and your experience of our websites may not be as enjoyable or useful.

***For what purposes do we collect, hold, use and disclose your personal information ?***

We collect, hold, use and disclose your personal information for the following purposes:

- to provide information and services to you and to send communications requested by you;
- to answer enquiries and provide information or advice about existing and new services;
- to provide you with access to protected areas of our website;
- to assess the performance of the website and to improve the operation of the website;
- to conduct business processing functions including providing personal information to our related bodies corporate, contractors, service providers or other third parties;
- for the administrative, marketing , planning, service development, and research purposes of Walhalla Goldfields Railway ;
- to provide your updated personal information to relevant law enforcement and other government agencies;
- to update our records and keep your contact details up to date;
- to process and respond to any complaint made by you; and
- to comply with any law, rule, regulation, lawful and binding determination, decision or direction of a regulator, or in co-operation with any governmental authority .

***To whom we may disclose your personal information ?:***

- law enforcement bodies, Government agencies, TSV, PTV, WorkSafe or Insurance companies for the purposes of any accident or misdemeanours ;
- any organisation for any authorised purpose with your express consent.

We do not provide your personal information to other organisations for the purposes of direct marketing.

***How can you access and correct your personal information?***

You may request access to any personal information we hold about you at any time by contacting us (see the details below). Where we hold information that you are entitled to access, we will try to provide you with suitable means of accessing it (for example, by mailing or emailing it to you). We will not charge for simply making the request and will not charge for making any corrections to your personal information.

There may be instances where we cannot grant you access to the personal information we hold. For example, we may need to refuse access if granting access would interfere with the privacy of others or if it would result in a breach of confidentiality. If that happens, we will give you written reasons for any refusal.

If you believe that personal information we hold about you is incorrect, incomplete or inaccurate, then you may request us to amend it. We will consider if the information requires amendment. If we do not agree that there are grounds for amendment then we will add a note to the personal information stating that you disagree with it.

***What is the process for complaining about a breach of privacy?***

If you believe that your privacy has been breached, please contact us using the contact information below and provide details of the incident so that we can investigate it.

Our procedure for investigating and dealing with privacy breaches is the Grievance Procedure as outlined in our Constitution Clauses 24 to 28.

***Security***

We take reasonable steps to ensure your personal information is protected from misuse and loss and from unauthorised access, modification or disclosure. We may hold your information in either electronic or hard copy form. Personal information is destroyed or de-identified when no longer needed.

As our website is linked to the internet, and the internet is inherently insecure, we cannot provide any assurance regarding the security of transmission of information you communicate to us online. We also cannot guarantee that the information you supply will not be intercepted while being transmitted over the internet. Accordingly, any personal information or other information which you transmit to us online is transmitted at your own risk.

***Links***

Our website may contain links to other websites operated by third parties. We make no representations or warranties in relation to the privacy practices of any third party website and we are not responsible for the privacy policies or the content of any third party website. Third party websites are responsible for informing you about their own privacy practices.

***Contacting us***

If you have any questions about this privacy policy, any concerns or a complaint regarding the treatment of your privacy or a possible breach of your privacy, please use the contact link on our website or contact our Office using the details set out below.

We will treat your requests or complaints confidentially. Our representative will contact you within a reasonable time after receipt of your complaint to discuss your concerns and outline options regarding how they may be resolved. We will aim to ensure that your complaint is resolved in timely and appropriate manner.

Please contact our Office at:  
Walhalla Station, Main Road, Walhalla  
Post: Walhalla Station, Walhalla 3825  
Tel: 051 656280  
Email: office@walhallarail.com.au

*Changes to our Privacy Policy*

We may change this Privacy Policy from time to time. Any updated versions of this Privacy Policy will be posted on our website at [www.walhallarail.com.au](http://www.walhallarail.com.au)

This Privacy Policy was last updated on 16/04/2014.