



Public Privacy Statement

Privacy commitment

The Coal Mining Industry (Long Service Leave Funding) Corporation (Coal LSL) is required to comply with the Australian Privacy Principles (APPs) set out in the Privacy Act 1988 (the Privacy Act). The APPs regulate how Coal LSL can collect, use, disclose and store your personal information and how you can access and correct that information.

What kinds of personal information do we collect and hold?

We may collect personal information about you that includes your name, email, phone number, age and birth date, residential addresses, employment history, reasons for cessation, remuneration amounts, Tax File Number, bank account details and long service leave details.

How do we collect personal information?

We may collect personal information about you from:

you	if you supply your information to us or we request your information from you
your employer	if you are or were an employee in the black coal mining industry (an eligible employee)
a third party	if a third party provides your information to us for a purpose connected with our statutory functions

How do we use personal information?

We use your personal information for the following purposes:

- to perform the statutory functions of Coal LSL;
- to ensure compliance with statutory obligations that all entitlement records are accurate;
- to respond to an enquiry you sent or provide services or assistance to you;
- to research, develop and improve our services provided to you;
- for business intelligence analysis and reporting; and
- for staff training and quality assurance.

Why do we disclose personal information?

We disclose your personal information for the following purposes:

- to employers involved in the black coal mining industry for the purposes of performing statutory functions, such as monitoring an employer's payment of payroll levy or where a disclosure is necessary to provide assistance to an eligible employee;
- to other regulators or to enforcement bodies in the course of responding to a complaint from that regulator or body or seeking advice from the regulator or enforcement body. Coal LSL

will only disclose personal information without the eligible employee or employer's consent if Coal LSL is authorised or required by law to do so;

- to the Commonwealth Ombudsman, courts or administrative bodies that are reviewing decisions made by Coal LSL; and
- to contracted service providers engaged to provide administrative services on behalf of Coal LSL in relation to Coal LSL functions.

How do we hold personal information?

We may store your personal information in hard copy, electronically or both.

We will take steps to keep your personal information secure and up to date and to protect it from misuse, interference and loss and unauthorised access, modification and disclosure. These steps include maintaining password protection to IT systems, keeping a log of access to IT systems, having virus protection, firewalls and internet security measures in place, securing paper files and implementing physical access restrictions.

Do individuals have the option of not identifying themselves or using a pseudonym?

You can contact us anonymously or using a pseudonym to obtain general information, however, we may not provide further help if it would be unlawful or impracticable to do so without obtaining personal information from you.

What are the purposes for which we collect, hold and use your personal information?

We may collect, use and store your personal information to perform our statutory functions. Some examples of these functions are:

- maintaining records relating to the employment of eligible employees, including the employment history and long service leave entitlements of those employees;
- ensuring the proper payment of payroll levy by employers involved in the black coal mining industry in respect of their eligible employees; and
- reimbursing employers for their payments of the long service leave entitlements to eligible employees.

We may also use your personal information for reasonably related secondary purposes or any other purpose you have consented to.

What are the purposes for which we disclose personal information?

We may disclose your personal information to employers involved in the black coal mining industry or service providers for the purposes of performing our statutory functions, such as monitoring an employer's payment of payroll levy or where a disclosure is necessary to provide assistance to you.

We may give personal information to other regulators or to enforcement bodies in the course of responding to a complaint from that regulator or body or seeking advice from them. We will only disclose your personal information without your consent if we are authorised or required by law to do so.

We may also disclose your personal information to the Commonwealth Ombudsman, courts or administrative bodies that are reviewing decisions that we make.

How can individuals access personal information about them that is held by us and seek the correction of that information?

You may request access to, or a correction of, personal information Coal LSL store about you by contacting us. Coal LSL will give you access or make the corrections if it's reasonable in the circumstances to do so. Coal LSL will respond to any request from you to access or correct your personal information within 30 days.

How can individuals complain about a breach of the Australian Privacy Principles and how will Coal LSL deal with such a complaint?

We welcome the opportunity to assist you and resolve concerns and complaints quickly and effectively in the first instance. To discuss a matter with us, please complete the online complaints form or phone us on 1300 852 625 or +61 (2) 4040 0040.

Alternatively, written complaints may be forwarded to:

The Complaints Officer

Coal Mining Industry (Long Service Leave Funding) Corporation

Locked Bag 2021 Newcastle NSW 2300

E: query@coallsl.com.au

If an individual's concerns are not resolved to their satisfaction, the matter can be referred to the Australian Information Commissioner on 1300 363 992 or <http://www.oaic.gov.au/>.

Are we likely to disclose personal information to overseas recipients?

Coal LSL may disclose your personal information to industry employers, some of whom are based overseas.

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