



Australian Government
Coal Mining Industry
(Long Service Leave Funding) Corporation

COAL LSL

Privacy Statement 2025

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1. Introduction

The Coal Mining Industry (Long Service Leave Funding) Corporation (Coal LSL, we, us or our) is committed to protecting your privacy and ensuring that your personal information is managed in accordance with privacy legislation. As a corporate Commonwealth entity, we are bound by the Australian Privacy Principles (APPs) in the Privacy Act 1988 (Cth) and comply with all its requirements relating to collection and management of your personal information.

In this document you will find information on how we collect, use, store and disclose your personal information and how you can access and correct your personal information. Further details about our obligations are available in our Annual Reports which are available online at coallsl.com.au.

Our Privacy Statement is reviewed on an ongoing basis, particularly when there is a significant upgrade to our systems that process personal information or a change in legislation that impacts the personal information that we hold. If you have questions about this Privacy Statement or Coal LSL data handling practices, please contact privacy@coallsl.com.au.

2. Personal information handling practices

Coal LSL regulates and manages long service leave entitlements on behalf of eligible employees in the black coal mining industry. We collect your personal information when it is reasonably necessary to carry out this function or where required or authorised by law. Our use and disclosure of your personal information is only for the purpose for which it was collected, or for other purposes in accordance with the Privacy Act.

With your consent, we may collect your personal information from an authorised representative, other Australian Government Agencies, or publicly available sources, where necessary.

Personal information we collect and use

We primarily collect personal information from your employer. With your consent, or where authorised or required by law, we may also collect information from:

- you or an authorised representative
- other Australian Government agencies
- publicly available sources.

The personal information we collect, use, store and disclose may include, depending on your relationship with Coal LSL, the categories below:

- **Identifying information**
 - name
 - address and other contact details (e.g., email, phone number)
 - date of birth and age
 - gender
 - occupation
 - signature.
- **Employment details**
 - employer name, job title and employment history
 - educational qualifications
 - Long Service Leave (LSL) record (e.g., LSL number, payment details and visa details where applicable).
- **Financial information**
 - bank account details
 - other payment related information required to administer entitlements.

- **Sensitive information** (collected only with consent or as authorised by law)
 - medical certificates
 - other sensitive information as defined in the Privacy Act.
- **Government identifiers**
 - tax file number (TFN)
 - drivers licence
 - passport number or other identifiers required by law.
- **Online service and analytics information**
 - cookies, clickstream data and browsing preferences collected when you interact with our digital services.

We may collect your personal information from a third party in special circumstances only if:

- you consent
- direct collection is practically impossible or unreasonable
- collection from third party is authorised under an Australian Law, or a court/tribunal.

Coal LSL staff information

Coal LSL collects, uses, stores and discloses personal information about our staff, contractors and other workers in accordance with the Privacy Act 1988 (Cth), the Fair Work Act 2009 (Cth), relevant industrial instruments and work health and safety legislation.

What we collect may include (as required for employment or engagement):

- name and contact details
- employment history and qualifications
- banking details and superannuation information for payroll purposes

- TFN and other government identifiers where authorised by law
- workplace health and safety records (e.g., incident reports, medical certificates).

The reason for collecting this information is to:

- manage employment and contractor relationships
- administer payroll, benefits and superannuation
- ensure workplace health and safety
- meet legal and reporting obligations under applicable employment and WHS legislation.

Personal information is used only for purposes directly related to your employment or engagement, unless you consent to another use or we are otherwise authorised or required by law. Access is restricted to authorised personnel, and we use technical and organisational safeguards to protect it from misuse, interference, loss, unauthorised access or disclosure.

Storage, security and disclosure of personal information

We take reasonable steps to protect personal information from misuse, interference, loss, unauthorised access, modification or disclosure. Personal information that we collect is stored securely in a variety of ways including electronic databases, cloud-based systems and physical records. We implement a range of security measures including password protection, encryption, secure servers, access controls, and staff training to ensure the safety and confidentiality of your information.

As a corporate Commonwealth entity that is subject to the requirements of the Archives Act 1983 (Cth), personal information is destroyed or de-identified when it is no longer needed in accordance with the provisions of the Archives Act and the Privacy Act.

We do not provide or disclose your personal information to organisations or other government agencies without first obtaining your consent, unless exceptions apply as set out in the Privacy Act (including Australian Privacy Principles).

Disclosure of information overseas

We will only disclose your personal information overseas when it is necessary to perform our functions or activities. Where such information is disclosed overseas, we will take reasonable steps to ensure the information is handled in accordance with the APPs. Examples of circumstances in which disclosure overseas may be required include:

- if we are required to share personal information for the purpose of performing our function with an employer that has operations overseas
- if web-based services storing information in Australia are not allowing us to fulfil our purposes and functions adequately
- where recipients of our communications use platforms that store data on an overseas server
- if people interact with us on social media or any platform storing data overseas, which are not owned or controlled by us.

While we make every attempt to host personal information on servers in Australia, there are certain circumstances where personal information may be hosted overseas.

3. Website and digital platforms

When you visit our website or engage with us through our digital platforms, we may collect certain information automatically. We collect this information in several ways, and by continuing to use our website or digital platforms, you consent to the collection and use of your personal information in accordance with this privacy statement.

Portals

We use online portals to communicate directly with employers and, to a limited extent, employees. These communications may contain personal information. Before accessing the portal, users must meet identity and access protocols. The portal provides a secure digital channel for these interactions.

Electronic direct mail

We will only use your personal information to communicate with you through newsletters about our services, the Fund and other topics that may be of interest or value to you. We collect usage data, including:

- whether you open an email
- which links you click within the email
- any subsequent activity on our website
- the date and time of these actions.

We analyse this data only to refine the relevance and structure of our communications. You may unsubscribe at any time via the link in each email.

Website

When you visit or use our website, we may record information such as:

- your IP address
- device type
- browser settings
- pages you visited
- date and time of your visit.

We collect this information through cookies and similar technologies for statistical and

development purposes to enhance your experience. Coal LSL only collects personal information from its website when a person chooses to provide it (e.g. submitting a web form).

Cookies

Cookies can be either 'persistent,' or 'session' based. Persistent cookies are stored on your computer, contain an expiry date, and may be used to help our website recognise you when you return to provide a faster experience on the site. Session cookies are short-lived, used only during a browsing session, and expire when you quit your browser. Our website uses both, persistent and session-based cookies.

Google Analytics

We also use Google Analytics, a web analytics service provided by Google Inc., to improve the efficiency and usability of our website. Google Analytics also uses cookies to analyse how users navigate our website. Google uses this information for the purpose of evaluating and compiling reports on website activity and providing other services relating to internet usage. Please refer to Google's Privacy Policy for more information. If you do not wish to have your information collected and tracked by Google Analytics, you can install the Google Analytics Opt-Out extension to your browser.

Social Media

We may use social networking services such as LinkedIn to communicate with our stakeholders. When you communicate with us using such services, we may collect your personal information, but we only use it to help us communicate with you. The social networking service will also handle your personal information for its own purposes. These sites have their own privacy policies. We are not responsible for the content or the privacy practices of these sites.

4. Anonymity and pseudonymity

You may contact us anonymously or using a pseudonym to obtain general information. However, we may not provide further assistance if it would be unlawful or impractical to do so without obtaining the required personal information. For example, we must perform an identity check before we can provide an update about a complaint to the person who lodged the complaint.

5. Accessing and correcting your personal information

We are committed to ensuring the personal information we hold about you is accurate, up-to-date, and complete. You have the right to access the personal information we hold about you and request correction if you believe it is inaccurate, out of date, incomplete, irrelevant or misleading.

To request access to or correction of your personal information, contact us using the details provided in the contact section of this document. We will respond to any request from you to access or correct your personal information within 30 days. We do not impose any charges to access or correct your personal information.

Non-personal information we hold about you, for example termination code, employment status, or such other information covered under the Freedom of Information Act 1982 (Cth) is not covered by the scope of this statement. If you believe the non-personal information, we hold about you is incorrect, we can work with you, your employer and/or any other stakeholders to assist in reviewing this information.

6. Privacy impact assessment

A Privacy Impact Assessment (PIA) is a systematic assessment of a project that identifies the impact that the project might have on the privacy of individuals, and sets out recommendations for managing, minimising or eliminating that impact.

The Privacy (Australian Government Agencies — Governance) APP Code 2017 (Privacy Code) requires us to undertake a PIA in certain instances and to maintain a register of those PIAs from 1 July 2018. In accordance with the Privacy Code, we publish a version of our [PIA register](#) on our website.

7. Complaints

If you have a complaint about Coal LSL information handling practices, you may contact us using the details in the “Contact us” section below. To help us understand your complaint and what outcome you're seeking, please send it to us in writing with enough detail so we can look into it thoroughly.

You may submit a complaint anonymously if you prefer. However, please note that without contact details, we may not be able to respond. We're committed to resolving privacy-related concerns promptly and respectfully, and we encourage you to reach out using the contact details below or by completing the online [Complaints Form](#).

If you're not satisfied with our response, you may also lodge a complaint with the Office of the Australian Information Commissioner (OAIC). The OAIC can be contacted on 1300 363 992 or via their website, which also provides further information about making privacy related complaints.

8. Contact us

If you have any questions or wish to access or correct your personal information, or are otherwise seeking to exercise your rights in respect of your personal information held by us, please contact us at:

T: 1300 852 625

E: privacy@coallsl.com.au

The Privacy Officer

Coal Mining Industry (Long Service Leave Funding) Corporation

Locked Bag 2021 Newcastle NSW 2300

9. Definitions

Cookie - a cookie is a piece of information in a small data file that a website sends to your browser when you access Coal LSL's website.

De-identified - refers to information that is no longer about an identifiable individual or an individual who is reasonably identifiable.

Fund - refers to the Coal Mining Industry (Long Service Leave) Fund.

Personal information - means any information (or an opinion) about an identified individual or an individual who is reasonably identifiable, whether true or not and whether recorded in a material form or not.

Pseudonym - is a name, term or a descriptor different to the individual's name, e.g. email address that does not include the emailer's real name, or a screen name.

Sensitive information - is a subset of personal information and includes information or an opinion about an individual's race or ethnic origin, political opinions or associations, religious or philosophical beliefs, trade union memberships or associations, sexual orientation or practices, criminal records, health or genetic information and some aspect of biometric information.

10. Version history

Ver	Date	Ownership	Approved by	Changes made
1.	Aug 2021	Chief Governance Officer	Chief Governance Officer	Original
2.	Mar 2023	Chief Governance Officer	Chief Governance Officer	Scheduled review
3.	Nov 2025	Chief Governance Officer	CEO	Review to align to legislation and other internal improvements to privacy documentation.