

Privacy Policy

Office of the Official Secretary to the Governor-General

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About this policy

The *Privacy Act 1988* requires entities bound by the Australian Privacy Principles (APPs) to have a privacy policy. This privacy policy outlines the personal information handling practices of the Office of the Official Secretary to the Governor-General (the Office), including when requesting, collecting and managing personal information required to administer the Australian Honours and Awards System. The Office also has a [summary privacy policy](#) and an [Australian Honours and Awards privacy statement](#).

The Office is committed to ensuring the APPs pertaining to management of personal information are imbedded into policy and practices and that staff have adequate awareness of compliance requirements under the Privacy Act.

This policy is written in simple language. The specific legal obligations of the Office when collecting and handling your personal information are outlined in the Privacy Act and in particular in the APPs. We will update this privacy policy when our information handling practices change.

Overview

We collect, hold, use and disclose personal information to carry out functions or activities to assist the Governor-General and Official Secretary to the Governor-General to fulfil their functions and duties, including recruitment of staff for the office.

These functions and activities include:

- administration of the Australian Honours and Awards system
- planning and managing the Governor-General's program including, but not limited to, events management and correspondence
- providing high quality advice and service delivery to the Governor-General and stakeholders

- delivering effective governance and management arrangements in support of the official duties of the Governor-General, which include constitutional, ceremonial, community and Commander-in-Chief responsibilities
- ensuring efficient and effective stewardship of the properties in accordance with heritage requirements and approved capital works and maintenance programs
- educating and informing Australians about the role of the Governor-General

Collection of your personal information

The Office collects personal information that is reasonable and necessary to administer the Australian Honours and Awards system and to support the administrative functions of the Office of the Official Secretary to the Governor-General, including meeting any legislative requirements.

The kinds of personal information we collect include:

- details of people nominated for Australian Honours and Awards and information from those deemed suitable to provide comment on nominations
- information collected from employees, job applicants, contractors and others in relation to employment or engagement through contracts. This may include medical information in relation to compensation and rehabilitation matters
- details of individuals, their position and contact information for the planning and conduct of official events, functions and visits
- details provided by individuals who correspond with the Office or the Governor-General, and
- financial information to process payments.

The nature of the personal information collected may include, but is not limited to: names, date and place of birth, occupation and/or employer, gender, nationality, relationship to nominee or guest, contact details (including telephone, email and residential or postal address), biographical information, financial information for making or receiving payments, and referee reports.

People nominated for awards will generally not be made aware that their personal information has been collected unless their nomination is successful.

When you are making a general enquiry regarding awards administered by the Australian Honours and Awards Secretariat, you have the option of dealing with the Office anonymously or using a pseudonym. However, for most dealings with us, particularly for nominations for Australian Honours and Awards, we need to have the name and contact information.

How does the Office collect personal information?

At all times we aim to only collect the information we need for the particular function or activity we are carrying out.

The main way we collect personal information about you is when you give it to us. We may also collect personal information:

- from third parties such as nominators, referees, and general members of the public
- through independent research or social media
- from the Australian Electoral Roll, to identify or locate individuals who:
 - are nominated, or are being considered for nomination, for an honour or award within the Australian Honours and Award System; or
 - have been selected to provide a reference connected with such a nomination

Collecting through our websites

The Governor-General's and the Office's public website, www.gg.gov.au, is hosted in Australia. There are a number of ways in which we collect information through our website and associated social media (Facebook, Instagram and YouTube).

Web analytics

Our Internet Service Provider makes a record of your visit and logs the following information for statistical purposes:

- entry and exit pages
- how often the site was used
- how much information was downloaded
- the country you are browsing from
- what browser types are being used
- the user's Internet Service Provider's server address
- date and time of visit
- previous site visited

No attempt is made to identify users or their browsing activities except in the unlikely event of an investigation, where a law-enforcement agency exercises a warrant to inspect the Internet Service Provider's logs.

Smart forms

We may collect your personal information in a variety of ways, including by phone, in writing, email, or via the 'SmartForms' service hosted by the Department of Industry Innovation and Science.

SmartForms only stores data temporarily while transmitting from the form user (you) to the client agency (the Office). Data passing through the SmartForms service is encrypted, and is purged within 72 hours of the client agency confirming they've retrieved the data from the servers.

The SmartForms hosting application (Transact Manager) compiles activity logs that identify statistical information about the user's browser. Logs are partitioned so that an agency can only access data and reporting about their own agency and forms. SmartForms can report on statistical data at a global level.

Cookies

We do not use cookies on our website. A cookie is a piece of information that an Internet website sends to your browser when you access information at that site.

Sites linked from this web-site are not subject to this privacy statement and you are encouraged to review their statements.

Use and disclosure of personal information

The Office only uses and discloses personal information we hold for the purposes we collected it, if you agree or would reasonably expect us to do this or if we are otherwise legally required or authorised.

Our use and disclosure of personal information is for our functions and activities as described above. Specific examples about how we use and disclose information for administering the Australian Honours and Awards System are included in our [Australian Honours and Awards privacy statement](#).

We will only use your email address for the purpose for which you have provided it and will not add it to a mailing list. We will not use your email address for any other purpose, and will not disclose it without your consent.

Correspondence sent to the Governor-General will be processed and entered into the Office's Records Management System but will only be available to the appropriate people within the Office.

We would not ordinarily disclose personal information overseas except for the Australian Honours and Awards system and governance and management arrangements in support of the official duties of the Governor-General.

Accessing and correcting your personal information

You may request access to your personal information held by the Office and request that it be corrected if you believe it to be inaccurate. If we refuse a request for access or correction to personal information, we will provide you with written reasons for that refusal. We will respond to a request for access or correction within 30 days after the request is made.

Requests for correction of personal information can be made to us at the contact below.

How to make a complaint

If you wish to complain to us about how we have handled your personal information you should complain in writing. If you need help lodging a complaint, you can contact us.

If we receive a complaint from you about how we have handled your personal information we will determine what (if any) action we should take to resolve the complaint.

We will tell you promptly that we have received your complaint and then respond to the complaint within 30 days.

How to contact us

Contact the Director, People and Services Branch (Privacy Contact Officer for the Office) if you want to:

- make a privacy enquiry;
- obtain access to or seek correction of your personal information held by the Office; or
- make a privacy complaint about the Office.

Director People and Services Branch - Office of the Official Secretary to the Governor-General

- phone: (02) 6283 3624
- email: privacy@gg.gov.au
- post : Director People and Services Branch
Office of the Official Secretary to the Governor-General
Dunrossil Drive
Yarralumla ACT 2600

If you are not satisfied with our response, you can take the matter to the Office of the Australian Information Commissioner by:

- email to enquiries@oaic.gov.au or
- mail to GPO Box 5218, Sydney NSW 2001.

You can also phone the OAIC Enquiries Line 1300 363 992.

Supplementary material

How does the Office protect your personal information?

The Office takes information security seriously and uses a range of IT and physical measures to ensure that your personal information is held securely

and protected from misuse, interference, loss and unauthorised access, modification and disclosure.

Under the Archives Act 1983, the Office is not permitted to destroy Australian Government records (which may contain personal information) except in specified and controlled circumstances. If the personal information is not held in an Australian Government record and there is no other legal impediment to doing so, the Office will take such steps as are reasonable in the circumstances to destroy or de-identify the information when it is no longer required for the Office functions.

The Office's information technology services are provided according to Commonwealth and industry best practice in ICT Security Management, including:

- [Protective Security Policy Framework](#)
- [Australian Government Information Security Manual](#)
- [ISO/AS/NZS 31000: 2018 – Risk Management – Principles and Guidelines](#)
- [ISO/IEC 27001:2013 – Information Technology – Security Techniques – Information Security Management Systems – Requirements](#)
- [ISO/IEC 27040:2015 — Information Technology – Security Techniques – Storage security](#)

In addition, limited IT services are provided by other Commonwealth Government Agencies. For the list of mandatory requirements that cover governance, personnel, information and physical security, please visit the [Protective Security Policy Framework website](#).