

Website Privacy Statement

This Website Privacy Statement explains how your personal information (being information capable of identifying you as an individual) will be treated as you access and interact with the Riverina and Murray Joint Organisation (hereinafter referred to as RAMJO) website:

www.ramjo.nsw.gov.au.

This Statement is written in simple language. The specific legal obligations of the Riverina and Murray Joint Organisation when collecting and handling your personal information are outlined in the *Privacy and Personal Information Protection Act 1998 NSW* (PIIP Act) and in particular in the Information Protection Principles (IPPs) found in that Act, which regulate the collection, storage, use and disclosure of personal information held by the NSW legislated Joint Organisations.

You can also find more information in RAMJO's Privacy Management Plan, which explains how we manage personal information in line with the PIIP Act and health information under the *Health Records and Information Privacy Act 2002 (NSW)* (HRIP Act). The Privacy Management Plan can be accessed on this website (see Governance – Policies) and is in accordance with the "Model Privacy Management Plan for Local Government" developed by the NSW Department of Premier and Cabinet (Office of Local Government).

Your personal information

The RAMJO website is used to inform our stakeholders about the vision, role and functions that we undertake and to understand the issues that are important to those stakeholders.

The personal information we collect via this website may include:

- the content of any electronic forms you submit via this website, requesting us to provide services or information, or to take actions
- information submitted if you participate in an online survey, and
- any messages or comments you submit to us via this website or to email addresses displayed on this website, which may include personal information such as name, email address and telephone number.

Any personal information you provide to us will only be used and disclosed for RAMJO purposes, or a directly related purpose, unless you consent to another use or disclosure, in emergencies or as otherwise required or authorised by law.

Email

Email addresses provided via this site will only be used to respond to specific user queries and will not be added to any mailing lists, nor disclosed to any other party without users' knowledge and consent, unless required by law.

Web statistics and cookies

RAMJO uses Google Analytics to collect or view website traffic information. We also use cookies and session tools to improve your experience when accessing our website.

The information collected by these tools may include the IP address of the device you are using and information about sites that IP address has come from, the pages accessed on our site and the next site visited. We use the information to maintain, secure and improve our website and to enhance your experience when using it. These tools do not match any data collected with any personal information, which means website users browse our website

anonymously.

In relation to Google Analytics you can opt out of the collection of this information using the [Google Analytics Opt-out Browser Add-on](#).

Social networking services

RAMJO may use social networking services such as Twitter, LinkedIn and YouTube to communicate with the public about its work. When you communicate with RAMJO using these services we may collect your personal information, but we only use it to help us to communicate with you and the public. The social networking service will also handle your personal information for its own purposes. This Website Privacy Statement does not extend to social networking services, which have their own privacy policies.

Security

We have implemented security policies and measures to protect the personal information that we have under our control. However, you should be aware that there are risks in transmitting information across the internet. While we endeavour to protect personal information, we cannot guarantee or warrant the security of any information transmitted to us online and therefore individuals do so at their own risk.

Once any personal information comes into our possession, we will take reasonable steps to protect that information from misuse and loss, and from unauthorised access, modification and disclosure. If you are concerned about conveying sensitive material to us over the internet, you may prefer to contact us by telephone or mail.

We will remove personal information from our system where it is no longer required (except where archiving is required) and in order to fulfil our obligations under the PPIP Act.

Links to external websites

The RAMJO website provides links to other websites. When following links to other sites from this website, we recommend that you read the privacy statement of that site to familiarise yourself with its privacy practices.

RAMJO is not responsible for the content of external websites.

Access and correction

Under the PPIP Act, you have the right to access any personal information held by RAMJO. You also have a right to have your own personal information held by RAMJO corrected in certain circumstances, for example if you wanted to update your contact details.

You can correct or update your details by sending an email to admin@ramjo.nsw.gov.au. We may ask that you verify your identity before any changes are made

Informal requests do not need to be put in writing. If necessary, we will ask you to verify your identity or make a formal application instead.

If you have any queries about this Website Privacy Statement, please contact RAMJO at admin@ramjo.nsw.gov.au