



Privacy Policy

Who we are

Our website address is: <https://www.southwestnrm.org.au>.

1.1. South West NRM (“we” or “our”) respects your right to privacy and is committed to safeguarding the privacy of your personal information. We adhere to the Australian Privacy Principles established by the Privacy Act 1988 (Cth). This policy sets out how we collect and treat your personal information. Other policies may apply instead of or in addition to this Privacy Policy in certain circumstances.

1.2. “Personal information” is information we hold which is identifiable as being about you.

1.3. “Sensitive information” is a sub-set of personal information that includes information or an opinion about an individual’s racial or ethnic origin, political opinions, membership of a political association, religious beliefs or affiliations, philosophical beliefs, membership of a professional or trade association, membership of a trade union, sexual preferences or practices, criminal record, health information and biometric information.

1.4. By using our website and/or providing your personal information to us you consent to us handling your personal information in accordance with the Privacy Policy.

Collection of personal information

2.1. South West NRM will, from time to time, receive and store personal information you enter onto our website, provide to us directly or give to us in other forms.

2.2. You may provide basic information such as your name, phone number, address and email address to enable us to send information, provide updates and process your product or service order. We may collect additional information at other times, including but not limited to, when you provide feedback, when you provide information about your personal or business affairs, change your content or email preference, respond to surveys and/or promotions, provide financial or credit card information, or communicate with our customer support.

2.3. Additionally, we may also collect any other information you provide while interacting with us.

2.4. If you provide us with personal information about a third party, you represent, and we collect it on the basis that, you have that person’s consent for us to collect and handle their personal information in accordance with this Privacy Policy.

How we collect your personal information

3.1. South West NRM collects personal information from you in a variety of ways, including when you interact with us electronically or in person, when you access our website and when we provide our services to you. We may receive personal information from third parties. If we do, we will protect it as set out in this Privacy Policy.

3.2. If we are unable to collect the personal information we require, or the information provided is incorrect or incomplete, this may affect our ability to provide our products or services to you.

3.3. We generally only collect sensitive information with your consent. We will assume that you have consented to us collecting all information that is provided to us by you for use in accordance with this Privacy Policy, including any sensitive information, unless you tell us otherwise at the time you provide it to us.

Use of your personal information

4.1. South West NRM may use personal information collected from you to provide you with information, updates and our services. We may also make you aware of new and additional products, services and opportunities available to you. We may use your personal information to improve our products and services and better understand your needs.

4.2. South West NRM may contact you by a variety of measures including, but not limited to telephone, email, SMS or mail.

4.3. You can opt-out of marketing and promotional communications at any time using an opt-out mechanism in one of our communications, or by contacting us via the details shown below.

4.4. We generally take reasonable steps to destroy or permanently de-identify your personal information when we no longer require it for any purpose for which it was collected. We may retain your personal information for as long as necessary to comply with any applicable law, for insurance and corporate governance purposes, for the prevention of fraud and to resolve disputes. Your personal information may also be retained in our IT system back-up records.

Disclosure of your personal information

5.1. We may disclose your personal information to any of our employees, officers, insurers, professional advisers, agents, suppliers or subcontractors insofar as reasonably necessary for the purposes set out in this Policy. Personal information is only supplied to a third party when it is required for the delivery of our services.

5.2. We may from time to time need to disclose personal information to comply with a legal requirement, such as a law, regulation, court order, subpoena, warrant, in the course of a legal proceeding or in response to a law enforcement agency request.

5.3. We may also use your personal information to protect the copyright, trademarks, legal rights, property or safety of South West NRM, www.southwestnrm.org.au, its customers or third parties.

5.4. Generally, we will not disclose your personal information to overseas recipients, except with your consent or where we are required or authorised to do so by law.

5.5. If there is a change of control in our business or a sale or transfer of business assets, we reserve the right to transfer to the extent permissible at law our user databases, together with any personal information and non-personal information contained in those databases. This information may be disclosed to a potential purchaser under an agreement to maintain confidentiality. We would seek to only disclose information in good faith and where required by any of the above circumstances.

5.6. By providing us with personal information, you consent to the terms of this Privacy Policy and the types of disclosure covered by this Policy. Where we disclose your personal information to third parties, we will request that the third party follows this Policy regarding handling your personal information.

Security of your personal information

6.1. South West NRM is committed to ensuring that the information you provide to us is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure information and protect it from misuse, interference, loss and unauthorised access, modification and disclosure.

6.2. The transmission and exchange of information are carried out at your own risk. We cannot guarantee the security of any information that you transmit to us, or receive from us. Although we take measures to safeguard against unauthorised disclosures of information, we cannot assure you that personal information that we collect will not be disclosed in a manner that is inconsistent with this Privacy Policy.

Access to your personal information

7.1. You may request details of personal information that we hold about you in accordance with the provisions of the Privacy Act 1988 (Cth). A small administrative fee may be payable for the provision of information. If you would like a copy of the information we hold about you or believe that any information we hold about you is inaccurate, out of date, incomplete, irrelevant or misleading, please email us at admin@southwestnrm.org.au.

7.2. We reserve the right to refuse to provide you with information that we hold about you, in certain circumstances set out in the Privacy Act.

Complaints about privacy

8.1. If you have any complaints about our privacy practices, please feel free to send details of your complaints to PO Box 5066, Bunbury, WA 6230, AU. We take complaints very seriously and will respond shortly after receiving written notice of your complaint.

Changes to Privacy Policy

9.1. Please be aware that we may change this Privacy Policy in the future. We may modify this Policy at any time, in our sole discretion and all modifications will be

effective immediately upon our posting of the modifications on our website. We suggest that you review the Privacy Policy each time you visit the website or provide us with personal information.

Website

10.1. When you visit our website (www.southwestnrm.org.au) we may collect certain information such as browser type, operating system, website visited immediately before coming to our site, etc. This information is used in an aggregated manner to analyse how people use our site, such that we can improve our service.

10.2. We may from time to time use cookies on our website. Cookies are very small files which a website uses to identify you when you come back to the site and to store details about your use of the site. Cookies are not malicious programs that access or damage your computer. Most web browsers automatically accept cookies but you can choose to reject cookies by changing your browser settings. However, this may prevent you from taking full advantage of our website.

10.3. Our website may from time to time use cookies to analyse website traffic and help us provide a better website visitor experience. In addition, cookies may be used to serve relevant ads to website visitors through third-party services such as Google Adwords. These ads may appear on this website or other websites you visit.

10.4. Our site may have links to other websites not owned or controlled by us. These links are meant for your convenience only. Links to third party websites do not constitute sponsorship or endorsement or approval of these websites. Please be aware that South West NRM is not responsible for the privacy practices of other such websites. We encourage our users to be aware, when they leave our website, to read the privacy statements of each and every website that collects personal and identifiable information.