

## ROYAL BOTANIC GARDENS AND DOMAIN TRUST PRIVACY POLICY

### Privacy Policy

This Privacy Policy is designed to tell you what will happen to the information you provide through any form of communication with us, the Royal Botanic Gardens and Domain Trust, our related companies, or our agents or contractors. Please be sure to read this entire Privacy Policy before submitting personal information to us or our agents or contractors.

### Personal information

This Privacy Policy concerns any personal information or sensitive information of yours which is provided to us. We comply with the NSW privacy legislation and the Department of Planning, Industry and Environment's [privacy policies](#) and privacy management plan.

Personal information is defined in the *Privacy and Personal Information Protection Act 1998 (NSW)* (the Act) as being information or an opinion (including information or an opinion forming part of a database and whether or not recorded in a material form) about an individual whose identity is apparent or can reasonably be ascertained from the information or opinion. Under the Act there are exceptions to this including that personal information does not include any information about an individual who has been dead for more than 30 years and does not include any information about an individual that is contained in a publicly available publication.

Sensitive information is any personal information about your racial or ethnic origin, political opinions, religious or philosophical beliefs, trade union membership or sexual activities. We generally do not wish to be informed of a person's sensitive information. We, in any event, will collect, use or disclose sensitive information about you only as allowed by law.

### Your consent

By providing us directly (or through others if you are under the age of 16), with your personal information, you agree with the terms of this Privacy Policy and consent to the collection, use, and disclosure of that information in accordance with this Privacy Policy, the Act as amended (including the Information Protection Principles) and other applicable privacy laws.

### About children

We will not knowingly collect information from children under the age of 16. We encourage parents to talk to their children about their use of the Internet and the information which they disclose to websites.

### Passive information collection

As you navigate through our website, certain information may be passively collected (that is, gathered without you actively providing the information) through various technologies, such as cookies and internet tags.

The website may use and combine such passively collected anonymous information to provide better services to website visitors, customise the website based on your preferences, compile and analyse statistics and trends and otherwise administer and improve the website for your use. Such information is not combined with personally identifiable information collected elsewhere on the website unless you have consented.

### **How we collect your personal information**

We collect personal information that is necessary for our business activities and in order to provide and develop our services. We may do this in a number of ways, including:

- directly from you, when you provide it to us or our agents or contractors
- from publicly available resources
- by analysing our own records of your use of our services and website
- from third parties who have obtained this information from publicly available resources.

We also may collect your personal information when legally required to do so under any applicable laws.

### **What personal information do we collect and why?**

The type of personal information we collect may include your name, date of birth, address details, telephone numbers, email addresses, details of your interests, and any correspondence between you and the Royal Botanic Gardens and Domain Trust. The supply of this information is voluntary but if we are not provided with the personal information that we request, we may not be able to meet your request or provide our products or services to you or build a relationship with you.

The personal information you provide to us may be used for a number of purposes connected with our business operations, which include to:

- verify your identity
- build a relationship with you including by inviting you to events you may be interested in, arranging meetings with you and informing you of ways you can support our organisation
- facilitate provision of our products and services to you
- address or respond to any requests from you
- inform you of existing and proposed products and services which we provide
- better understand your interests in the Royal Botanic Gardens and Domain Trust
- develop and improve the quality and scope of the products and services we provide, and seek your feedback.

Your personal information may be used by us, our agents and contractors, as well as the following entities:

- Foundation and Friends Entities, comprised of:
  - Foundation and Friends of the Botanic Gardens Limited
  - Foundation and Friends of the Botanic Gardens Trust Fund
  - Foundation and Friends of the Botanic Gardens Charitable Fund



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Your information may be used to build a database of individuals who support our organisation and to provide you with information about:

- our products and services (including by using your personal information to identify the products and services likely to be relevant to you), information about
- any events or opportunities that we or a Foundation and Friend Entity may hold or have

We may contact you by direct mail or telemarketing, and, where you have opted in, by email, SMS and MMS, or to request your feedback for promotional purposes. You always have the right to opt-out of receiving such information. You may exercise that right by contacting us as set out below.

We may also use your personal information for purposes related to those described above which would reasonably be expected by you.

We will not use your information for purposes other than those described above unless we have your consent or as permitted by law (including for law enforcement or public health and safety reasons).

### **Sharing your personal information**

We may disclose your personal information in certain circumstances, such as where we are required or authorised by law or where you have consented to us doing so.

We also may disclose your personal information to:

- others in accordance with a request made by you
- our related companies and business partners
- persons engaged in providing us with professional, business, technology and corporate services, when reasonably required and including third parties such as consultants to develop and maintain our databases or assist during a particular donation campaign
- the Foundation and Friends Entities so that they may contact you about their products and services and to build a relationship with you (including by inviting you to events you may be interested in, arranging meetings with you and informing you of ways you can support the Foundation and Friends Entities. The Foundation and Friends Entities may access your personal information via a shared database
- the NSW Department of Planning, Industry and Environment, as the personnel working for us are employed by this Department.

When making such a disclosure we will take reasonable steps to ensure that the recipient is bound by privacy obligations.

Unless you consent, we otherwise will not disclose your personal information to third parties.

### **Does my personal information leave Australia?**

We will only send your personal information outside of New South Wales or to a Commonwealth agency:

- if we are authorised to do so by law
- for any of the purposes set out in this Privacy Policy (but only to parties that are subject to obligations to personal information no less onerous than those in this Privacy Policy)
- if you have consented to us doing so.

### **Access and correction**



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*The Royal  
BOTANIC GARDEN  
Sydney*



*The Australian  
BOTANIC GARDEN  
Mount Annan*



*The Blue Mountains  
BOTANIC GARDEN  
Mount Tomah*



You may request access to any of the personal information we hold about you by contacting us as set out below. We reserve the right to charge a reasonable fee for the costs of retrieval and supply of any requested information.

We will take all reasonable steps to ensure that the personal information we collect, use or disclose is accurate, complete and up to date. To ensure your personal information is accurate, please notify us of any errors or changes to your personal information and we will take appropriate steps to update or correct such information in our possession.

### **Storage and security**

We will take all reasonable precautions to safeguard your information from loss, misuse, unauthorised access, modification, disclosure or destruction. We may store your files in electronic databases and paper-based files and other records. We implement a range of physical and electronic security measures to protect the personal information that we hold.

You should keep in mind that no internet transmission is ever completely secure or error-free. In particular, emails sent to or from our website may not be secure.

### **Links to other websites**

Our website may contain links or references to other websites to which this Privacy Policy may not apply. You should check the privacy policies of those websites before providing your personal information to them.

### **Complaints**

If you have any questions or concerns about our collection, use or disclosure of personal information, or if you believe we have not complied with this Privacy Policy or the Act, please contact us as set out below. We will investigate the complaint and determine whether a breach has occurred and what action, if any, to take.

The Royal Botanic Gardens and Domain Trust will take any privacy complaint seriously and will aim to resolve any such complaint in a timely and efficient manner.

### **How to contact us**

If you wish to exercise your right to opt-out of receiving our marketing materials, or you have any questions or concerns about this Privacy Policy or our information practices (including whether and what type of health information we hold about you), please contact us at:

Governance and Risk Officer  
Royal Botanic Gardens and Domain Trust  
Mrs Macquaries Road  
Sydney NSW 2000  
Email: [governance.cs@bgcp.nsw.gov.au](mailto:governance.cs@bgcp.nsw.gov.au)

### **Changes to this Privacy Policy**

Our Privacy Policy may change from time to time as updated on our website. Before providing us with personal information, please check this Policy on our website for any changes.

This Privacy Policy was last updated 30 July 2021.



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