



Administrative
Appeals Tribunal

Privacy Policy

MARCH 2014



With the exception of the Commonwealth Coat of Arms and any third party material, this work is licensed under a [Creative Commons Attribution 3.0 Australia Licence](#). Content from this publication should be attributed as: Administrative Appeals Tribunal, *Privacy Policy*.

To the extent that copyright subsists in third party material, it remains with the original owner and permission may be required to reuse the material.

The terms under which the Coat of Arms can be used are detailed on the following website:
<http://www.itsanhonour.gov.au/coat-arms/>.

For enquiries regarding the licence contact the Principal Registry.

Street address:

Level 6, 83 Clarence St
Sydney NSW 2000

Postal address:

GPO Box 9955 Sydney NSW 2001

Email address: enquiries@aat.gov.au

Phone: +61 2 9391 2491

Fax: +61 2 9276 5599

Contents

1. About this policy	4
1.1 Why develop a privacy policy?	4
1.2 What does this policy contain?	4
2. Our personal information handling practices.....	4
2.1 Our obligations under the <i>Privacy Act 1988</i>	4
2.2 Collecting personal information	5
2.3 Use and disclosure	6
2.4 Data quality	6
2.5 Data security	6
2.6 Access and correction	6
2.7 Complaints	7
2.8 How to contact us	7
3. Our files and records.....	8
3.1 Applications under the Administrative Appeals Tribunal Act 1975	8
3.2 AAT decisions	10
3.3 Examinations under the Proceeds of Crime Act 2002	11
3.4 Enquiries, complaints and freedom of information and privacy requests	12
3.5 Alerts email service	13
3.6 Personnel files and records	14
3.7 Other administrative files and records	15
4. Our website	17

1. About this policy

1.1 WHY DEVELOP A PRIVACY POLICY?

The purpose of this privacy policy is to outline the personal information handling practices of the Administrative Appeals Tribunal (AAT). This privacy policy is intended to enhance the transparency of the AAT's operations and give individuals a better understanding of the sort of personal information the AAT holds and the way we handle that information.

1.2 WHAT DOES THIS POLICY CONTAIN?

Section 2 of this privacy policy explains the AAT's general information handling practices. It includes information about our processes for collecting, using, disclosing and storing personal information. It also tells you how you can access your personal information, seek correction of that information and make a complaint about the way the AAT has handled your information.

Section 3 of this privacy policy explains the AAT's personal information handling practices in relation to specific functions or activities, such as dealing with applications under the *Administrative Appeals Tribunal Act 1975* (AAT Act). This section of the policy outlines:

- what kinds of personal information we collect
- how we collect and hold that information
- the purposes for which we collect, hold, use and disclose personal information
- who can usually access that information, and
- how long we hold personal information.

You may find this section helpful if, for example, you have applied to the AAT for a review of a decision made under a Commonwealth law and want to know how we manage information relating to your case.

Section 4 of this privacy policy explains the AAT's personal information handling practices when you visit our websites.

2. Our personal information handling practices

2.1 OUR OBLIGATIONS UNDER THE *PRIVACY ACT 1988*

This privacy policy sets out how the AAT complies with its obligations under the *Privacy Act 1988* (Privacy Act). As an Australian Government agency, the AAT is bound by the Australian Privacy Principles (APPs) in the Privacy Act which regulate how APP entities may collect, use and disclose personal information, how to ensure its quality and security, and how individuals may access and correct personal information held about them. The APPs include requirements that:

- individuals are told why information is being collected
- individuals have access to personal information about them, and
- personal information is only to be used or disclosed for purposes permitted under the Privacy Act.

In this privacy policy, *personal information* (as defined in the Privacy Act) means information or an opinion about an identified individual, or an individual who is reasonably identifiable:

- whether the information or opinion is true or not, and
- whether the information is recorded in a material form or not.

Sensitive information, a subset of personal information (as defined in the Privacy Act), means:

- information or 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, or
 - criminal record
- health information about an individual
- genetic information (that is not otherwise health information)
- biometric information that is to be used for the purpose of automated biometric verification or biometric identification, and
- biometric templates.

2.2 COLLECTING PERSONAL INFORMATION

The AAT collects personal information only when it is reasonably necessary for, or directly related to, our functions or activities. These functions and activities include:

- dealing with applications under the AAT Act and, in particular, applications for review of administrative decisions
- arranging and managing examinations under the *Proceeds of Crime Act 2002* (Proceeds of Crime Act)
- managing enquiries, complaints and freedom of information and privacy requests
- informing interested persons about AAT decisions and other developments at the AAT through our AAT alerts email service
- managing the personnel of the AAT
- facilitating the general administration of the AAT, including undertaking consultation processes and liaison in relation to the AAT's practices, procedures and operations.

We also collect personal information as part of our normal communication processes, such as emails, directly related to those functions and activities.

The AAT only collects sensitive information when the individual concerned consents to the collection, the collection is required or authorised under the AAT Act or another Australian law or it is otherwise permitted under the Privacy Act.

We collect personal information directly from the individual to whom it relates or from his or her representative. However, we also collect information from other persons on the basis that this is required or authorised under the AAT Act and the Proceeds of Crime Act, or that it is otherwise unreasonable or impracticable to collect it only from the individual concerned.

More detailed information about the purposes for which we collect information, the kinds of personal information we collect and how we collect it is set out in Section 3.

2.3 USE AND DISCLOSURE

We use and disclose personal information for the purpose for which it was collected and will only use or disclose information for another purpose where this is permitted under the Privacy Act. In general, we do not use or disclose personal information for another purpose unless one of the following applies:

- the individual has consented
- the individual would reasonably expect the AAT to use or disclose the information for that other purpose and it is either related or, in the case of sensitive information, directly related to the purpose for which it was collected
- it is required or authorised by or under an Australian law or a court/tribunal order
- it is necessary to lessen or prevent a serious threat to somebody's life, health or safety, or to public safety, or
- it is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty or sanction, or for the protection of public revenue.

It is not our usual practice to disclose personal information to overseas recipients.

2.4 DATA QUALITY

We take steps to ensure that the personal information we collect is accurate, up-to-date and complete. These steps include maintaining and updating personal information when we are advised by individuals that their personal information has changed, and at other times as necessary.

2.5 DATA SECURITY

We take steps to protect the personal information we hold against misuse, interference and loss and from unauthorised access, modification or disclosure. These steps include restricting physical access to AAT offices, password protection for accessing our electronic systems, secure storage for information held offsite and, where required, secure storage for information held on site, including restricting access to classified material to specific AAT personnel who have the required level of clearance.

When no longer required, personal information is destroyed in a secure manner, or deleted in accordance with the requirements of the *Archives Act 1983*.

2.6 ACCESS AND CORRECTION

If you are a party to an application under the AAT Act or that individual's representative, you are permitted to access any document or other material relating to your case, subject to any confidentiality restrictions. You may otherwise request access to the personal information we hold about you, or request that we change that personal information, under the Privacy Act or *Freedom of Information Act 1982* (FOI Act). Contact details for accessing different types of information we hold are set out below.

We will allow access or make changes to the personal information we hold unless we consider that there is a sound reason not to under the Privacy Act, FOI Act or other relevant law. If we do not agree to make requested changes, you may make a statement about the requested changes and, in most cases, we will attach this to the record. We note that it is not generally possible to make changes to AAT decisions once they have been finalised.

If we do not agree to provide access to, or to change, personal information, you may complain to the Information Commissioner. More information is available at the Office of the Australian Information Commissioner (OAIC) website at www.oaic.gov.au.

Alternatively, if you have made a request under the FOI Act, you may seek a review of our decision. Further information about the AAT's process for managing requests under the FOI Act is available on our website (www.aat.gov.au).

2.7 COMPLAINTS

If you are unhappy with the way we have handled your personal information, or you are concerned we have breached the APPs, you must first write to us and lodge a complaint. Complaints can be sent to the AAT's Privacy Contact Officer in the [Principal Registry](#). We are required to respond to that complaint within 30 days.

If you are still not satisfied, you may complain to the Information Commissioner.

2.8 HOW TO CONTACT US

You can obtain further information in relation to this privacy policy, or provide any comments, by contacting us.

Telephone	1800 228 333 (calls are free from landline phones, however calls from mobiles may incur a charge) If you calling from overseas (including Norfolk Island), call +612 9276 5101
Non-English speakers	Call the Translating and Interpreting Service on 131 450 then ask them to call the AAT on 1800 228 333
People who are deaf or have a hearing or speech impairment	Contact us through the National Relay Service
	TTY users: call 133 677 then ask for 1800 228 333
	Speak and Listen Users: call 1300 555 727 then ask for 1800 228 333
	Internet relay users: connect to the NRS (www.relayservice.gov.au) then ask for 1800 228 333
	SMS relay users: call 0423 677 767 then ask for 1800 228 333
Video relay users: choose the available NRS video relay contact on Skype, then ask for 1800 228 333	
Post	AAT GPO Box 9955 Your capital city
Email	feedback@aat.gov.au

3. Our files and records

This section provides details about how we handle personal information in relation to our key functions and activities.

3.1 APPLICATIONS UNDER THE ADMINISTRATIVE APPEALS TRIBUNAL ACT 1975

3.1.1 Purpose

We collect and hold personal information in relation to applications made under the AAT Act to process the applications and carry out the review of administrative decisions.

3.1.2 Collection

The personal information in these records relates primarily to individuals who are parties in a case: that is, a person who makes an application to the AAT or who is otherwise a participant in the case. However, personal information also relates to:

- representatives of parties
- persons who have been summoned to give evidence or produce documents
- witnesses and prospective witnesses
- members and staff of the AAT
- other persons referred to in documents lodged with the AAT or in oral evidence given to the AAT, and
- other persons who contact the AAT in relation to cases.

The kinds of personal information routinely collected by the AAT include:

- name
- residential or business address
- telephone number
- email address
- date of birth, and
- gender.

Other kinds of personal information that may be collected include:

- marital status
- citizenship or migration status
- names of partners or relatives
- financial information
- occupation
- employment history
- business details
- educational qualifications
- professional qualifications
- need for an interpreter and the relevant language.

The AAT may also collect sensitive information such as information relating to:

- physical and mental health
- disability
- racial or ethnic origin
- criminal convictions
- tax file numbers.

We collect most personal information directly from the parties, including the person or body who made a decision that is being reviewed, or their representatives. We also collect personal information from other sources such as persons who have been summoned to produce documents to the AAT or who are witnesses in cases.

We record AAT hearings so there is an accurate record of what is said and transcripts can be produced as required by the AAT, a party, a court or a member of the public.

3.1.3 Use and disclosure

We use this personal information for the purposes noted above and for other purposes authorised by the AAT Act or otherwise permitted under the Privacy Act, including:

- to facilitate online access by parties, representatives and members of the public to limited information about applications lodged with the AAT
- to contact persons who have dealt with the AAT to seek feedback on our operations
- to maintain a historical record of cases and examinations and the activity undertaken in relation to them.

Personal information relating to a particular case will generally be disclosed to the parties and their representatives. Subject to the confidentiality restrictions outlined below, parties and their representatives are permitted to access any document or other material on the file relating to that case. If a party gives us information that has not already been given to another party, we usually give them a copy to ensure there is procedural fairness.

The AAT may give some personal information to organisations or people who help the AAT to carry out a review such as providers of interpreting services and of recording and transcription services.

Subject to any confidentiality restrictions, limited information about a case will be disclosed on request to the media or the public, including the names of the parties and any representatives, the type of application, dates of case events, the types of key documents lodged by the parties and the outcome of an application. In relation to applications lodged with the AAT from 18 March 2013, this information can also be accessed using *eCase Search*, the AAT's online case search tool. Information about a case is first made available on *eCase Search* seven days after the application has been lodged.

A list of the cases that have a conference, hearing or other event is published daily on the AAT website and in some major newspapers.

After a public hearing has been held and subject to any confidentiality restrictions, the media or the public can usually access the evidence in the case, any transcript and other relevant documents lodged with the AAT. When it decides a case, the AAT usually prepares a written decision that gives the reasons it made that decision. It contains detailed information about the case, and is usually made publicly available, including on the internet.

Whether or not a public hearing has been held and subject to any confidentiality restrictions, the media or the public will usually be given access to any order relating an interlocutory application or any decision or order that finalises an application.

Disclosure of this information is consistent with the open justice principle and promotes the accountability of the AAT and persons and bodies whose decisions are reviewed by the AAT. However, information and documents will not be disclosed to a party, representative or other person if:

- the AAT has made a confidentiality order restricting disclosure under section 35 of the AAT Act or there is a pending request for such an order
- disclosure is otherwise restricted by another legislative provision, or
- the information is not relevant to the case.

Recordings of AAT hearing do not serve as an official record of a hearing and are not generally provided to the parties or to any other person.

If an appeal is lodged against an AAT decision, we are required by the AAT Act to give a copy of relevant parts of the AAT file to the court. We may also disclose personal information to another review body such as the Australian Human Rights Commission, the Commonwealth Ombudsman or the Office of the Australian Information Commissioner if a person makes a complaint about the AAT.

The AAT does not usually disclose information except as described here, although information might be released under the FOI Act or if otherwise permitted under the Privacy Act.

3.1.4 Data security

Most of the personal information held in these records is stored on paper files and in the AAT's electronic case management system. Audio and video recordings of AAT hearings and transcript are held securely in electronic format by the AAT and the AAT's recording and transcription service providers.

Members and staff at all levels have access to this personal information on a need to know basis unless a confidentiality order under section 35 of the AAT Act or another legislative provision restricts access to any information. Only members and certain staff can access files and information relating to cases before the Security Appeals Division. Only members and staff with the appropriate level of clearance can access classified material.

When no longer required, the records are destroyed in a secure manner or deleted in accordance with the requirements of the *Archives Act 1983*. Core information relating to applications stored in the case management system is kept permanently.

3.1.5 Access and correction

You can request access to personal information about you in this class of records by contacting the District Registrar of the Registry for the State or Territory which dealt with the application. The location and contact details for each Registry are available on our [website](#).

Access to personal information contained in recordings of AAT hearings is usually obtained by requesting a transcript for the whole or part of a hearing from the AAT's recording and transcription service providers or, subject to any confidentiality restrictions, inspecting a copy of the transcript held by the AAT. Further information about requesting a transcript is available on our website.

3.2 AAT DECISIONS

3.2.1 Purpose

We maintain a complete set of written reasons for decisions made by the AAT in relation to applications under the AAT Act to comply with record-keeping requirements under the *Archives Act 1983* and to make decisions available to members and staff of the AAT, the media, the public and organisations, including legal publishers. The AAT is required under section 43 of the AAT Act to provide reasons for its decisions.

3.2.2 Collection

The personal information in these records relates primarily to individuals who are parties to applications made to the AAT but also relates to representatives of parties, witnesses, members and staff of the AAT and other persons referred to in the reasons for decision.

The kinds of personal information that may be included in these records include name, residential or business address, year of birth, gender, marital status, citizenship or migration status, names of partners or relatives, financial information, occupation, employment history, business details, educational qualifications and professional qualifications. They may include sensitive information, including information relating to physical and mental health, disability, racial or ethnic origin and criminal convictions.

See 3.1.2 for information about how we collect the information that may be included in these records.

3.2.3 Use and disclosure

We use personal information contained in these records for the purposes noted above.

The personal information contained in these records will generally be disclosed to the parties to the case and their representatives, to legal publishers and, on request, to the media, the public and other organisations. Personal information will not be disclosed if the AAT has made a confidentiality order restricting disclosure of the decision under section 35 of the AAT Act or disclosure is otherwise restricted by another legislative provision. Copies of most AAT decisions are made publicly and freely available on the Australasian Legal Information Institute (AustLII) website (www.austlii.edu.au).

Disclosure of this information is consistent with the open justice principle and promotes the accountability of the AAT and persons and bodies whose decisions are reviewed by the AAT.

3.2.4 Data security

Decisions are stored securely in hard copy and electronic format.

Members and staff at all levels have access to reasons for decisions unless a confidentiality order under section 35 of the AAT Act or another legislative provision restricts access to the reasons for decision. Only staff with the appropriate level of clearance can access Security Appeals Division reasons for decision containing classified information.

These records are generally kept permanently.

3.2.5 Access and correction

You can request access to personal information about you in this class of records by contacting the Director, Library and Information Services in the [Principal Registry](#).

3.3 EXAMINATIONS UNDER THE PROCEEDS OF CRIME ACT 2002

3.3.1 Purpose

We collect and hold personal information relating to examinations under the Proceeds of Crime Act for the purpose of arranging and managing examinations conducted by AAT members who are approved examiners.

3.3.2 Collection

The personal information in these records relates primarily to individuals who are the subject of an examination notice under section 183 of the Proceeds of Crime Act but also relates to:

- representatives of such persons
- other persons referred to during examinations or in documents produced for the purpose of examinations, and
- members and staff of the AAT.

The kinds of personal information that may be collected include name, residential or business address, telephone number, email address, date of birth, gender, marital status, names of partners or relatives, financial information, occupation, employment history, business details, professional qualifications and need for an interpreter and the relevant language. The records may include sensitive information, including information relating to racial or ethnic origin and criminal convictions.

We collect personal information directly from individuals who are the subject of an examination notice or from the Australian Federal Police or the Office of the Commonwealth Director of Public Prosecutions.

We record proceeds of crime examinations so there is an accurate recording of what is said and transcripts can be produced as required by a participant in the examination.

3.3.3 Use and disclosure

We use personal information contained in these records for the purposes noted above.

The individual who is the subject of an examination notice, his or her representative and officers of the Australian Federal Police or the Office of the Commonwealth Director of Public Prosecutions will generally be permitted to access any document or other material on the file.

The AAT may give personal information to people or organisations who provide services to the AAT to assist with the conduct of an examination, including the providers of interpreting services and recording and transcription services.

Information is not usually disclosed to any other person or organisation unless for the purposes of arranging or conducting an examination.

3.3.4 Data security

Most of the personal information held in these records is stored on paper files and in the AAT's electronic case management system. Audio and video recordings and transcript or proceeds of crime examinations are held securely in electronic format by the AAT and the AAT's recording and transcription service providers.

Members and staff at all levels involved in processing requests for examinations and assisting in the conduct of examinations have access to this personal information.

When no longer required, the records are destroyed in a secure manner or deleted in accordance with the requirements of the *Archives Act 1983*. Core information relating to examinations stored in the case management system is kept permanently.

3.3.5 Access and correction

You can request access to personal information about you in this class of records by contacting the District Registrar of the Registry for the State or Territory in which the request for an examination was received. The location and contact details for each Registry are available on our [website](#).

3.4 ENQUIRIES, COMPLAINTS AND FREEDOM OF INFORMATION AND PRIVACY REQUESTS

3.4.1 Purpose

We collect and hold personal information in these records to enable us to:

- respond to enquiries
- deal with complaints

- respond to requests under the FOI Act and the Privacy Act.

3.4.2 Collection

The personal information in these records relates to individuals seeking information from the AAT, complainants and individuals making requests under the FOI Act or Privacy Act. They may also contain personal information about other persons referred to in the documents or other material relating to the enquiries, complainants or requests, including AAT members and staff.

The kinds of personal information routinely collected by the AAT include name, residential or business address, telephone number and email address of the individual making the enquiry, complaint or request.

We generally collect this personal information directly from the individual making the enquiry, complaint or request.

3.4.3 Use and disclosure

We use personal information contained in these records for the purposes noted above and do not usually disclose the information to other organisations or persons. We only use or disclose the information for another purpose if:

- the individual has consented
- the individual would reasonably expect the AAT to disclose the information for that other purpose and it is either related or, in the case of sensitive information, directly related to the purpose for which it was collected
- it is required or authorised by or under an Australian law or a court/tribunal order
- it is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty or sanction, or for the protection of public revenue.

3.4.4 Data security

The personal information held in these records is stored on paper files and electronically.

Members and staff whose responsibilities include dealing with enquiries, complaints and requests under the FOI Act and the Privacy Act, or who may need to be consulted about an enquiry, complaint or request, have access to this personal information.

When no longer required, the records are destroyed in a secure manner or deleted in accordance with the requirements of the *Archives Act 1983*.

3.4.5 Access and correction

You can request access to personal information about you in this class of records by contacting the Registrar in the [Principal Registry](#).

3.5 ALERTS EMAIL SERVICE

3.5.1 Purpose

We use Campaign Monitor, an email distribution company, to enable individuals to sign-up to the Alerts email service and receive emails about recent AAT decisions and other developments at the AAT. It is open for individuals to unsubscribe from this service at any time. Individuals may also view copies of the Alerts on our website, without subscribing to this email list.

Information regarding Campaign Monitor's privacy policy can be found at <http://www.campaignmonitor.com/privacy/>. Campaign Monitor ensures that all subscriber lists are confidential and are not used for any other purpose.

3.5.2 Collection

The personal information in these records relates to individuals who sign-up to the Alerts email service. In order to receive the Alerts, individuals are required to subscribe via the AAT website by providing at a minimum an email address. If they wish to do so, they may also provide their name and the State/Territory they reside in.

The personal information for this service is collected directly from individuals by Campaign Monitor and is given to us.

Campaign Monitor also gives the AAT information about:

- the subscribers who open Alert emails, when and how many times
- the subscribers who have forwarded the Alert email on, and
- Alert emails that have bounced and could not be delivered. In this circumstance, Campaign Monitor automatically removes invalid email addresses from the subscription list.

3.5.3 Use and disclosure

We use personal information collected via our Alerts service for the purpose for which it was given to us and do not usually disclose the information to other organisations or persons. We only use or disclose the information for another purpose if:

- the individual has consented
- the individual would reasonably expect the AAT to use or disclose the information for that other purpose and it is related to the purpose for which it was collected
- it is required or authorised by or under an Australian law or a court/tribunal order.

3.5.4 Data security

The personal information in this class of records is stored electronically and is password protected.

Staff associated with website maintenance have access to this information. Other staff may have access to the information on a need to know basis.

When no longer required, the records are deleted in accordance with the requirements of the *Archives Act 1983*.

3.5.5 Access and correction

You can request access to personal information about you in this class of records by contacting the Director, Library and Information Services in the [Principal Registry](#).

3.6 PERSONNEL FILES AND RECORDS

3.6.1 Purpose

We collect and hold personal information in these records to carry out our responsibilities as an employer under the *Public Service Act 1999*, including maintaining information about past and current employees of the AAT and allowing us to assess the suitability of candidates for employment at the AAT.

3.6.2 Collection

The personal information in these records relates to AAT members and staff and applicants for employment with the AAT.

The kinds of personal information that may be included in these records include name, residential or business address, date of birth, gender, marital status, names of partners or

relatives, financial information, occupation, employment history, business details, educational qualifications, professional qualifications and information about access to AAT premises and use of AAT systems. They may include sensitive information, including information relating to physical and mental health, disability, racial or ethnic origin, membership of a trade union and criminal convictions.

We generally collect personal information directly from individuals and only collect information from other sources with the consent of the individual, where required or authorised by or under an Australian law or it is unreasonable or impracticable to collect the information directly from the individual. Personal information about applicants for employment may be collected from third parties when it is relevant to a selection process.

3.6.3 Use and disclosure

We use and disclose personal information contained in these records for the purposes noted above and for business and employment-related purposes.

This information is not usually disclosed to other organisations or persons unless:

- the individual has consented
- the individual would reasonably expect the AAT to disclose the information for that other purpose and it is either related or, in the case of sensitive information, directly related to the purpose for which it was collected
- it is required or authorised by or under an Australian law or a court/tribunal order
- it is necessary to lessen or prevent a serious threat to somebody's life, health or safety, or to public safety
- it is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty or sanction, or for the protection of public revenue.

3.6.4 Data security

The personal information held in these records is stored on paper files and electronically with restricted access.

Members and staff have access to these records on a strictly need to know basis.

Some records are kept permanently. Otherwise they are destroyed in a secure manner, or deleted, when they are no longer required in accordance with the requirements of the *Archives Act 1983*.

3.6.5 Access and correction

You can seek access to personal information about you in this class of records by contacting the Director, Human Resources in the [Principal Registry](#).

3.7 OTHER ADMINISTRATIVE FILES AND RECORDS

3.7.1 Purpose

We collect and hold personal information in these records to:

- undertake consultation processes and liaison in relation to the AAT's practices, procedures and operations
- undertake activities to promote the understanding of the AAT
- otherwise facilitate the general administration of the AAT.

3.7.2 Collection

The personal information in these records relates to AAT members and staff, regular users of the AAT, persons who respond during consultation processes, consultants, contractors, hirers of facilities and other persons with whom the AAT corresponds.

The kinds of personal information routinely collected by the AAT include name, residential or business address, telephone number and email address. They may also include occupation, employment history, business details, educational qualifications and professional qualifications, particularly in relation to procurement processes.

We generally collect personal information directly from individuals and only from other sources if it is unreasonable or impracticable to collect the information directly from the individual.

3.7.3 Use and disclosure

We use personal information contained in these records for the purposes noted above and do not usually disclose the information to other organisations or persons. We only use or disclose the information for another purpose if:

- the individual has consented
- the individual would reasonably expect the AAT to use or disclose the information for that other purpose and it is related to the purpose for which it was collected
- it is required or authorised by or under an Australian law or a court/tribunal order.

3.7.4 Data security

The personal information held in these records is stored on paper files and electronically.

Principal Registry staff at all levels have access to this personal information unless, by virtue of the confidential nature of the information, it is stored in a secure area with restricted access.

Some records are kept permanently. Otherwise, when they are no longer required, they are destroyed in a secure manner, or deleted, in accordance with the requirements of the *Archives Act 1983*.

3.7.5 Access and correction

You can request access to personal information about you in this class of records by contacting the Registrar in the [Principal Registry](#).

4. Our website

This section explains how we handle personal information collected from our websites.

4.1.1 Collection

When individuals view the AAT's websites, our hosting service providers and search provider record their visit and log the following information on our behalf:

- the individual's server address
- the individual's top level domain name (for example .com, .gov, .org, .au)
- the date, length of visit and time the individual viewed the website
- the pages the individual accessed and documents downloaded
- the previous site the individual visited
- the type of browser, operating system and screen resolution being used, and
- any search terms entered to find information on the site.

This information is used to analyse traffic and computer system patterns for the purpose of improving the AAT's website.

No attempt will be made to identify users or their browsing activities, unless disclosure is required by or under an Australian law or a court/tribunal order or the disclosure is permitted under the Privacy Act in relation to an enforcement related activity.

We do not record a user's identity or email address unless the individual chooses to send us a message.

Please note, when an email is sent to us, the content of the email as it is transferred across the internet may not be secure. Individuals should contact us by telephone, fax or post if the person has concerns about the security of the message.

Google analytics

In addition to web server logs, the AAT's main website (www.aat.gov.au) uses Google Analytics, a web analytics service provided by Google, Inc. (Google). Reports obtained from Google Analytics are used to help analyse how our website is used.


Google Analytics uses 'cookies' which are text files placed on a computer to collect standard internet log information and visitor behaviour information in an anonymous form. The information generated by the cookie about use of the website, including the individual's IP address, will be transmitted to and stored by Google on servers in the United States of America.

Google uses this information to evaluate use of our website, compile reports on website activity for website operators and provide other services relating to website activity and internet usage. Google may transfer this information to third parties where required to do so by law, or where such third parties process the information on Google's behalf. Google will not associate an individual's IP address with any other data held by Google.

By using our main website, an individual consents to Google processing data about the person in the manner and for the purposes set out above. For further information, please refer to [Google's Privacy Policy](#). Website users can opt out of Google Analytics by disabling or refusing the cookie, disabling javascript, or using the [opt-out service](#) provided by Google.

4.1.2 Use and disclosure

We only use personal information collected via our websites for the purposes for which it was collected.



When an individual's email address is received by us because a message was sent to us, the email address will only be used for the purpose for which the individual has provided it or only for a related purpose where the individual would reasonably expect the AAT to use the information for that other purpose. The address will not be added to an AAT mailing list without the individual's consent.

We do not share personal information about individuals with other organisations or persons unless one of the following applies:

- the individual would reasonably expect the AAT to use or disclose the information for that other purpose and it is either related or, in the case of sensitive information, directly related to the purpose for which it was collected
- it is required or authorised by or under an Australian law or a court/tribunal order
- it is necessary to lessen or prevent a serious threat to somebody's life, health or safety, or to public safety, or
- it is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty or sanction, or for the protection of public revenue.

4.1.3 Data security

Staff associated with website maintenance have access to our main website's backend system which is password protected. Our website servers, hosted by our hosting service provider, are also password protected.

4.1.4 Access and correction

You can request access to personal information about you collected from our websites by contacting the Director, Library and Information Services in the [Principal Registry](#).

