

Privacy Policy

Last revised: 27 March 2025

Introduction

RA Planning and Environment ABN 67 141 991 004 (ERA) is committed to providing quality services to you and this policy outlines our ongoing obligations to you in respect of how we manage your Personal Information.

ERA has adopted the Australian Privacy Principles (APPs) contained in the Privacy Act 1988 (Cth) (the Privacy Act). The APPs govern the way in which we collect, use, disclose, store, secure and dispose of your Personal Information.

A copy of the Australian Privacy Principles may be obtained from the website of The Office of the Australian Information Commissioner at www.aoic.gov.au

What is Personal Information and why do we collect it?

Personal Information is information or an opinion, whether true or not, about an individual who is identified or is reasonably identifiable. Examples of Personal Information ERA collects include names, addresses, email addresses, age, phone numbers, and, if applicable, employment information.

This Personal Information is obtained in many ways including interviews, correspondence, by telephone, by email, from media and publications, from conducting stakeholder and community engagement programs, from other publicly available sources, and from third parties, such as our clients. ERA does not guarantee website links or policy of authorised third parties.

ERA collects your Personal Information for the primary purpose of providing our services to you or for providing information to our clients (such as through stakeholder and community engagement programs). We may also use your Personal Information for secondary purposes closely related to the primary purpose, in circumstances where you would reasonably expect such use or disclosure, such as to comply with our legal and regulatory obligations and otherwise manage our business.

When we collect Personal Information we will, where appropriate and where possible, explain to you why we are collecting the information and how we plan to use it.

Sensitive Information

Sensitive information is defined in the Privacy Act to include information or opinion about such things as an individual's racial or ethnic origin, political opinions, membership of a political association, religious or philosophical beliefs, membership of a trade union or other professional body, criminal record or health information.

Sensitive information will be used by us only:

- For the primary purpose for which it was obtained

- For a secondary purpose that is directly related to the primary purpose
- With your consent; or where required or authorised by law
- In accordance with the Privacy Act.

Third parties

Where reasonable and practicable to do so, ERA will collect your Personal Information only from you. However, in some circumstances ERA may be provided with information by third parties. In such a case we will take reasonable steps to ensure that you are made aware of the information provided to us by the third party and request that the third party inform you that we are holding such information, how we will use and disclose it, and that you may contact us to gain access to and correct and update the information.

Disclosure of Personal Information

Your Personal Information may be disclosed in a number of circumstances including the following:

- Third parties where you consent to the use or disclosure; and
- Where required or authorised by law.

If we disclose information to a third party, we generally require that the third party protect your information to the same extent that we do.

As at the date of this Privacy Policy, we are not likely to disclose your personal information to overseas recipients.

If in future we do propose to disclose personal information overseas, we will do so in compliance with the requirements of the Privacy Act. We will, where practicable, advise you of the countries in which any overseas recipients are likely to be located.

If you do not want us to disclose your information to overseas recipients, please let us know.

Security of Personal Information

Your Personal Information is stored in a manner that reasonably protects it from misuse and loss and from unauthorized access, modification or disclosure.

We maintain appropriate physical, procedural and technical security for our offices and information storage facilities so as to prevent any loss, misuse, unauthorised access, disclosure, or modification of personal information. This also applies to disposal of personal information.

We further protect personal information by restricting access to personal information to only those who need access to the personal information to do their job. Physical, electronic and managerial procedures have been employed to safeguard the security and integrity of your personal information.

When your Personal Information is no longer needed for the purpose for which it was obtained or required to be kept by law, ERA will take reasonable steps to destroy or permanently de-identify your Personal Information. However, most of the Personal Information is or will be stored in client files which will be kept by us for a minimum of 7 years.

Access to your Personal Information

You may access the Personal Information ERA hold about you and to update and/or correct it, subject to certain exceptions. If you wish to access your Personal Information, please contact us in writing. ERA will not charge any fee for your access request, but may charge an administrative fee for providing a copy of your Personal Information.

In order to protect your Personal Information we may require identification from you before releasing the requested information.

Maintaining the quality of your Personal Information

It is an important to us that your Personal Information is up to date. ERA will take reasonable steps to make sure that your Personal Information is accurate, complete and up-to-date. If you find that the information we have is not up to date or is inaccurate, please advise us as soon as practicable so we can update our records and ensure we can continue to provide quality services to you.

ERA is not obliged to correct any of your personal information if it does not agree that it requires correction and may refuse to do so. If ERA refuse a correction request, we will provide you with a written notice stating our reasons for refusing.

Personal Information about employees

ERA may collect personal information about our employees and prospective employees, as part of their application and during the course of their employment, either from them or in some cases from third parties such as recruitment agencies.

This may include information about the employee's health, their right to work in Australia, or other sensitive information. For some roles, employees may need to obtain a security clearance or provide a criminal history search.

Under the Privacy Act, personal information about our current or former employees may be held, used or disclosed by us in any way that is directly connected to the employment relationship. ERA handles information about our employees in accordance with legal requirements and our applicable policies in force from time to time.

Privacy Policy complaints and enquiries

If you have any queries or complaints about our Privacy Policy please contact us at:

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