



## Policy

# Privacy Policy

## About this policy

The Parliamentary Workplace Support Service (PWSS) is an independent Commonwealth agency and is required to comply with the *Privacy Act 1988* (Cth) (Privacy Act) and Australian Privacy Principles (**APPs**).

This Privacy Policy:

- explains how the PWSS collects and deals with the personal information of its clients and others, with specific information about personal information handling practices in relation to:
  - current, former and prospective PWSS employees (Annexure A); and
  - Independent Parliamentary Standards Commission (IPSC) functions (Annexure B);
- provides information about how to access and correct your personal information held by the PWSS and how to make a privacy complaint.

While the IPSC is part of the PWSS and adopts this policy, the IPSC is independent from the PWSS.

## Updates to this Policy

This Policy may be updated from time to time, in line with changes to PWSS' functions, activities and information handling practices. The latest version of this Policy is published on the PWSS website at [www.pwss.gov.au/resources/privacy-policy](http://www.pwss.gov.au/resources/privacy-policy), and takes effect on the date of publication.

## 1.0 Why we collect personal information

The PWSS and IPSC collects, holds, uses and discloses personal information to exercise its powers and perform its duties and functions under the *Parliamentary Workplace Support Service Act 2023* (Cth) (PWSS Act).

For the PWSS, this includes (but may not be limited to):

- providing support to Commonwealth Parliamentary Workplace participants in relation to workplace conflict;
- assessing and managing cases;
- receiving and assessing reports (or complaints) about workplace conflict;
- assisting in the resolution of workplace conflict;
- formulating, facilitating and administering local resolution of workplace conflict and complaints;
- facilitating complaints and referrals to be made to the IPSC about a conduct issue;
- assisting the IPSC to perform its functions (see Annexure B);
- receiving reports on workplace reviews;
- providing reports on workplace reviews to the Speaker of the House of Representatives or President of the Senate where recommendations are not implemented;
- communicating outcomes of reviews;
- providing referrals;
- providing relevant training and education to Commonwealth parliamentary workplace participants and contributing to understanding about issues in Commonwealth parliamentary workplaces;
- providing human resources advice and services to current and former parliamentarians and MOPS Act employees, including in relation to:
  - work health and safety matters; and
  - the recruitment of MOPS Act employees (including online recruitment services);
- monitoring, reviewing and evaluating:
  - the matters covered by paragraphs 22(2)(a) to (f) of the PWSS Act; and
  - other matters relating to the functions of the PWSS.
- preparing and publishing reports under section 22 of the PWSS Act.

We also collect and deal with personal information where it is reasonably necessary for general business functions, such as:

- recruitment, employment and staff management (see Annexure A);
- complying with our legal obligations; and
- dealing with inquiries, requests, complaints, claims and disputes (outside PWSS Act functions).

Annexure B outlines the reasons the IPSC collects, holds, uses and discloses personal information.

## 2.0 The types of personal information we collect

Personal information is information or an opinion about an identified individual or an individual who is reasonably identifiable.

The personal information we collect depends on who you are, how and why you interact with us, and your needs. You may be in particular:

- an individual who has provided personal information to PWSS;
- a Commonwealth parliamentary workplace participant (as defined in the PWSS Act);
- a person employed under the MOP(S) Act, or a prospective MOP(S) Act employee (job applicant);
- a parliamentarian who employs staff under the MOPS Act;
- an authorised representative or the support person of a complainant; or
- an authorised representative or the support person of a respondent to a complaint.

(Please see Annexure A if you are a current, former or prospective PWSS employee.)

The types of personal information that the PWSS may collect about you (depending on the purpose of collection) includes:

- identifying information such as name, gender, contact details and (primarily for identity verification purposes) date of birth;
- any case reference number or client identifier we assign to you;
- employment details, including position and role;
- information relating to requests and complaints;
- accounts of experiences in your workplace;
- details of your support needs;
- consents you provide, including consent to be referred to other services;
- next of kin or support person (if you have one);
- demographic identifiers or information; and
- information, views and opinions you provide in response to survey questions (e.g. questions relating to the culture and performance of, and experiences in, Commonwealth parliamentary workplaces).

If you are a prospective MOP(S) Act employee / job applicant, additional types of information that will be collected include:

- information required to set up your online account and user profile for the online MOP(S) Act recruitment platform; and
- information required to be provided as part of your application, including:
  - information about your circumstances and background such as employment status, citizenship, work history, education and qualifications;
  - details of referees, and previous employers and supervisors;
- information relating to disability and/or support needs, where you require certain adjustments to be made to enable to you participate in the recruitment selection process.

## 2.1 Voicemail and phone records

Telephone calls to the PWSS are not recorded. However, when telephone calls are made to our PWSS telephone number and a telephone message is left, the message will be recorded. These recordings are registered on the PWSS's phone system and may relate to a range of matters including reports, general enquiries, media enquiries and contact by other agencies. The personal information collected in them may include a caller's name and contact number. Depending on the purpose of the call and the information provided, it may be captured in our records.

## 2.2 Sensitive information

The PWSS may also collect your sensitive information, which is a subset of personal information. The sensitive information we collect may comprise your racial or ethnic origin, political opinions, membership of a political association, sexual orientation or practices and health information.

Sensitive information may be collected with your consent, where authorised or required by law, or where this is otherwise allowed under the Privacy Act.

## 3.0 How we collect personal information

We collect personal information in various ways, including in person, by phone, post, email, video conference and text message, and via our website and online channels (including online surveys and online recruitment platforms). We collect your personal information from you directly if you choose to provide it through any of these methods.

If you seek our support, we will only collect the information we need about you at the time you engage with us. We may record information that we use to manage cases, make referrals, undertake a local resolution process, or provide support. The amount of information we collect about you depends on your case and your requirements.

We may need to collect your personal (including sensitive) information from third parties such as:

- your authorised representative or support person, if you have one;
- complainants, respondents to a complaint or investigation, an employee of a respondent, witnesses, or an expert reviewer;
- your current or former employer;

- the Department of Finance;
- the Department of Parliamentary Services (DPS);
- the Australian Federal Police;
- the 1800 APH SPT service.

We will generally only do this with your consent. However, third party collection may occur without your consent in limited circumstances where this is authorised or required by law (including where the PWSS exercises its information gathering powers under the PWSS Act), or direct collection would be unreasonable or impracticable. Examples include:

- where we receive personal information requested under section 62 of the PWSS Act from the Department of Finance, Parliamentary Departments, Chair Commissioner of the IPSC, and other persons specified in the PWSS rules, for the purpose of preparing and publishing reports under section 22;
- where a serious incident or misconduct (including workplace conflict that amounts to a work health and safety risk) has occurred in the course of your work, and DPS or the Australian Federal Police have attended;
- where a complaint or report has been made about your conduct, and your personal information has been provided by the person making the report; or
- where the PWSS obtains personal information from your current or former employer in the course of assisting the resolution of a workplace conflict or complaint, for the purpose of enabling us to offer local resolution services to you.

## 4.0 Engaging with the PWSS anonymously or using a pseudonym

Individuals have the option to interact with the PWSS anonymously or using a pseudonym in a number of circumstances, where this is reasonably possible.

You can make an anonymous report (about yourself or someone else) to the PWSS, or you may use a pseudonym. If you submit an anonymous or pseudonymous report through our website and wish for us to contact you, we will need your contact details. The amount of information you provide us will affect the extent of support and services we can provide and our ability to help you seek a resolution. If you choose to identify yourself in other interactions with us or reports you make to us, we may associate your anonymous report with the identified information.

However, if you wish to make a complaint and proceed with a local resolution option, the PWSS will need to identify you. The PWSS case coordinator who is working with you anonymously will discuss your options in this situation. The IPSC is unable to deal with anonymous complaints.

We will need to verify your identity before disclosing confidential or personal information to you to ensure an unauthorised disclosure of personal information does not occur. However, if you are only seeking information of a general nature, for example about our operations, we will not need to identify you.

If you make an anonymous or pseudonymous report, the information you provide in your report may be used and disclosed as explained in this Privacy Policy.

## 5.0 Online interactions

### 1.1 Website use - cookies, Google Analytics, and clickstream data

The PWSS website ([www.pwss.gov.au](http://www.pwss.gov.au)) and IPSC website ([www.ipsc.gov.au](http://www.ipsc.gov.au)) are hosted in Australia.

When you visit the PWSS and IPSC websites, we use a range of tools provided by third parties such as Google to collect or view website traffic information. These third-party websites have their own privacy policies. The types of information we collect from third party analytic tools include:

- number of page views;
- sessions (how long a user interacts with a website);
- traffic sources (the origin from which a user arrived at the website);
- device and browser information;
- website interaction and engagement, such as scrolling, clicking, searching, pages visited, and how long a user spends on a page); and
- demographics, such as age and gender.

We collect this information to help us improve our websites and services.

In relation to Google Analytics, you can opt out of the collection of this information using the Google Analytics Opt-out Browser Add-on.

We also use cookies and session tools to improve your experience when accessing our websites. Cookies are pieces of information that a website can transfer to an individual's device for record keeping. Cookies can make websites easier to use by storing information about your preferences on a particular website. The kinds of information collected by cookies include the IP address of the device you are using, and information about sites that IP address has come from. We use this information to help improve our websites by understanding how they are used and effective communication methods for diverse audiences. We do not attempt to identify individual users in any way.

Most browsers allow you to choose whether to accept cookies or not. If you do not wish to have cookies placed on your computer, please set your browser preferences to reject all cookies before accessing the PWSS or ISPC websites.

### 1.2 Social media and other third-party platforms

We use a number of social networking platforms (e.g. LinkedIn, Twitter, Facebook and YouTube) to communicate about our work, and other third-party platforms and tools to gather client feedback (e.g. Microsoft Forms) and conduct surveys. We may collect your personal information when you communicate with us via these platforms.

These third-party services may collect personal information for their own purposes and may also send their own cookies to your computer. We do not control the setting of third-party cookies. You can check the third-party websites for more information about how they collect information, and about their cookies and how to manage them.

Third-party sites that we use to communicate with the public about our work or gather client feedback may also send their own cookies to your computer. We do not control the setting of third-party cookies. You can check the third-party websites for more information about their cookies and how to manage them.

### **1.3 Contact via email or online feedback form**

When you email us, or contact us using our online feedback form, we collect your personal information for the purpose of dealing with your enquiry or complaint as outlined in this policy. If you choose not to provide us with your personal information, we may not be able to respond to your enquiry or complaint.

### **1.4 Third-party websites**

The PWSS and IPSC websites may from time to time include links to third-party websites. Linked websites are outside of our control and are not covered by this Privacy Policy. We make no representations or warranties in relation to the privacy practices of any third-party website owners or operators.

Links to third-party websites do not constitute an endorsement or recommendation of any material on those websites, or of any third-party products or services offered by, from or through those websites.

## **6.0 Use and disclosure of your personal information**

### **6.1 Purposes for which we use and disclose personal information**

The PWSS uses and discloses the personal (including sensitive) information we collect about you, for the purposes for which it was collected as explained above, which includes (but not necessarily limited to):

- managing our relationship with you, including to book appointments, stay in contact with you, offer you appropriate support and services including referrals to external providers, and keep you updated;
- when undertaking case management – sharing necessary information with relevant teams within PWSS to ensure appropriate service delivery;
- if you choose to proceed with a local resolution option - to determine if your report is appropriate for local resolution, notify your employer, and prepare information to support the conduct of the local resolution;
- where local resolution has been initiated, to notify a respondent and the respondent's employer that it has been initiated;
- referral to the IPSC to deal with, investigate, report on, or make public statements about, a conduct issue.
- where a matter relating to a workplace review is proposed to be escalated to the relevant Presiding Officer for parliamentary action, to notify the relevant party leadership;
- undertaking internal administration and responding to any enquiries, requests or complaints;



- re-directing or referring support requests;
- if you are a prospective MOP(S) Act employee or other user of our online recruitment platform – to create and manage your platform account, and to manage your involvement in the recruitment process. We may also use your personal information in de-identified form to undertake analysis to inform improvements to MOPS Act recruitment, for internal and external reporting purposes, and for MOP(S) Act employee workforce planning;
- sharing relevant information within the PWSS to facilitate the monitoring, review and evaluation of:
  - the matters covered by paragraphs 22(2)(a) to (f) of the PWSS Act (being matters that the PWSS is required to annually report on); and
  - other matters relating to PWSS functions.
- preparing and publishing reports under section 22 of the PWSS Act (which are de-identified, other than details of non-compliance by parliamentarians where this is authorised under section 23).

We may use personal information to prepare aggregated and de-identified data for reporting purposes, including reports to Parliament. Reporting information is used to help contribute to the understanding of issues in Commonwealth parliamentary workplaces, and to identify trends and emerging themes. This can help inform the work we undertake to improve these workplaces and culture, including education and support.

In some circumstances, we may use or disclose your personal and sensitive information for a different purpose (i.e. a secondary purpose) to that for which it was collected. Where this is reasonably necessary, we will only do so where:

- you consent;
- this is required or authorised by law (including our information sharing powers under the PWSS Act, or if a notice requiring the information is issued by the IPSC), or a court/tribunal order; or
- as otherwise allowed under the Privacy Act.

The circumstances in which the PWSS may disclose your personal information without your express consent are limited and we will endeavour to protect your privacy as much as possible where this is required. Examples include where:

- the PWSS has identified a work, health and safety risk - the PWSS may be required under law to disclose information to your employer to enable them to meet work, health and safety obligations. Information will only be disclosed to the extent required to enable these obligations to be met;
- the PWSS is required to disclose or produce the information during the course of criminal or legal proceedings; or
- there is an imminent threat to your safety, or the safety of another member of the public.



## 6.2 Third-party disclosure recipients

The kinds of third parties that we may disclose your personal information to include:

- third parties we engage to provide certain services or functions on our behalf, including mediators;
- the Australian Federal Police if you wish to report a crime;
- any third parties that you authorise us to give your personal information to;
- support services or other providers we refer you to, with your consent;
- your employer or the Department of Finance for other work-related support managed by them, where you have asked the PWSS to support you in accessing it;
- experts who are contracted by the PWSS;
- the IPSC, in relation to the functions or activities of the IPSC and/or PWSS; and
- other entities to whom the PWSS is authorised to disclose information under the PWSS Act, the Privacy Act or another law.

## 6.3 MOP(S) Act recruitment

The PWSS uses the DPS SuccessFactors platform for receiving online applications for advertised MOP(S) Act job vacancies. The information you submit via the platform will be accessible to DPS administrators, for the purposes of managing that platform.

If you have requested adjustments and supports to enable you to participate in a recruitment assessment process, your name, contact details and information relating to your request will be shared with the PWSS Work Health and Safety team to facilitate the provision of relevant supports and arrangements.

Your job application information will be provided for assessment to the relevant contact person for the role.

## 6.4 Disclosure to service providers

We use a number of contracted service providers to provide services to or for us, for example to host our website servers, manage our IT and manage our human resources information. This may involve disclosing or making personal information accessible to those service providers for the purposes of performing the services.

To protect the personal information we disclose, we:

- enter into agreements which requires the service provider to only use or disclose the information for the purposes of the agreement;
- include special privacy requirements in the agreement, where necessary.

## 6.5 Disclosure of personal information overseas

Generally, we only disclose personal information overseas so that we can properly handle a complaint. For example, if:

- the complainant or respondent to a complaint is based overseas
- you have complained to an overseas entity about the same or a related matter.

Web traffic information is disclosed to Google Analytics when you visit our websites. Google stores information across multiple countries.

When you communicate with us through a social network service such as LinkedIn, Facebook or Twitter, the social network provider and its partners may collect and hold your personal information overseas.

## 7.0 Quality of personal information

To ensure that the personal information we collect is accurate, up-to-date and complete we:

- record information in a consistent format;
- where necessary, confirm the accuracy of information we collect from a third party or a public source;
- promptly add updated or new personal information to existing records; and

We also review the quality of personal information before we use or disclose it.

## 8.0 Storage and security

With respect to our counselling and support function, we collect and manage your personal information in our case management system and in hard copy records such as case notes. We store hard copy documents and files in secure locked cabinets. Access to the system and to our records is restricted to staff on a need-to-know basis.

Access to IPSC information is restricted to Commissioners and the small team of staff and consultants that are assisting the IPSC.

Our case management system is hosted by the DPS on its secure Azure cloud platform and is subject to DPS network and database protections including firewall, intrusion detection and other technologies. DPS will only have access to the case management system where it is required for system administration purposes and only when the access has been approved by the CEO of the PWSS. No additional disclosures will occur beyond that which is necessary for DPS to supply the ICT services to support our case management system.

Work health and safety and other human resources information for individuals employed under the MOPS Act is also hosted on the DPS protected network and access via SharePoint is restricted to respective team members. This network and databases are protected using firewall, intrusion detection and other technologies. All our servers are located in Australia.

## 9.0 Retention and destruction of records

The PWSS manages its records in accordance with the *Archives Act 1983* (**Archives Act**) and PWSS records management policies. Records, including records containing personal information, are created and kept in accordance with the requirements of the Archives Act.

Records held by the PWSS may also be subject to the National Archives of Australia's records retention notice for records related to the culture in the workplaces of parliamentarians and their staff as published on 9 June 2021.

## 10.0 Access and correction

You have the right to ask for access to and correction of the personal information that we hold about you. You can make an access or correction request by contacting us using the details below. We may need to verify your identity before processing your request and will seek the minimum amount of personal information that is reasonably necessary for that purpose.

We must:

- process your request within 30 days;
- give you access to your personal information in the manner you request if possible, unless there is an applicable exception in the Privacy Act (including where another law allows or requires us to deny access);
- take reasonable steps to correct your personal information to ensure that it is accurate, up to date, complete, relevant and not misleading (having regard to the purpose for which it is held).

If we refuse your access or correction request, we will notify you in writing setting out the reasons for the decision, and the mechanisms available to complain about the refusal.

If a correction request is refused, you can ask that we associate with the relevant personal information a statement to indicate that the information is inaccurate, out of date, incomplete, irrelevant or misleading.

Please note that if you make a request in relation to an anonymous report that you have submitted to the PWSS, we may not be able to identify your personal information that is the subject of a request.

## 11.0 Privacy complaints

If you wish to complain about how the PWSS has handled your personal information you should first raise your concerns with the PWSS in writing using the contact details below.

When we receive your complaint, we will:

- acknowledge receipt as soon as possible;
- determine what (if any) action to take to resolve the complaint; and
- respond within 30 days (or such further time as advised in writing, if the matter is complex).

Your complaint will be handled by our Privacy Officer. When we review your complaint, we will:

- gather relevant information;
- investigate the issues raised and see if we can meet any requests you have made;
- communicate our response to you in person and in writing, and invite your feedback;
- identify any systemic issues raised and possible responses, and
- record your complaint and outcome.

If you are not satisfied with the way we have resolved your complaint, you may raise your complaint with the Office of the Australian Information Commissioner (OAIC). Further information about how to do this is available on the OAIC website at [www.oaic.gov.au](http://www.oaic.gov.au).

## 12.0 Contact us

If you wish to make:

- an inquiry about our privacy and personal information handling practices;
- an access or correction request in relation to your personal information; or
- a privacy complaint,

you can contact the PWSS by:

**Email:** [privacy@pwss.gov.au](mailto:privacy@pwss.gov.au)

**Telephone:** 1800 PH PWSS (1800 747 977)

**SMS:** 0487 112 755

## **Annexure A: Collection, use and disclosure of personal information for PWSS employment management functions**

This Annexure A:

- complements and forms part of the PWSS Privacy Policy; and
- provides further information about how the PWSS handles personal information in relation to its recruitment and employment related functions and activities.

Additional information is provided in the [PWSS Recruitment Collection Notice](#).

The PWSS also assists parliamentarians to employ staff under the MOP(S) Act, including by managing recruitment processes. The handling of personal information in this context is addressed in the main body of the PWSS Privacy Policy above.

### **Purposes of collection, use and disclosure**

The PWSS collects, holds, uses and discloses personal information about:

- current, former and prospective employees of the PWSS (including staff that support the IPSC) who are Australian Public Service (APS) employees;
- current, former potential contractors, and consultants to the PWSS and consultants for IPSC,

to perform and manage our employment and personnel management functions and activities. This includes:

- recruitment processes, including assessments and selection;
- management of payroll and entitlements;
- meeting our legal obligations as an employer, including in relation to work health and safety, superannuation, taxation, and mandatory reporting requirements;
- performance management;
- training and development;
- staff complaints management and disciplinary procedures;
- internal recruitment and employment management-related reporting purposes.

Certain personal information that we collect in an employment context is also used for the purpose of preparing and publishing reports under section 22 of the PWSS Act. While identifiable information is used internally for this purpose, published reports only contain de-identified information.

### **Types of personal information we collect and hold**

The kinds of personal information we collect in an employment context include:

- identifying information such as name, address, contact details, date of birth and gender;
- information about your circumstances and background such as employment status, citizenship, work history, education and qualifications;
- applications for employment and supporting documents;
- employment contacts, and other information relating to employment terms and conditions;
- referee details;
- emergency contact details;
- information relating to staff conduct, performance, training and development;
- information relating to work health and safety (WHS) and other incidents involving or affecting our staff;
- details of financial and other personal interests (e.g. for the purpose of managing conflicts of interest);
- bank account and superannuation information;
- information relating to security clearances; and
- taxation details, including tax file numbers.

We also collect sensitive information such as:

- health information, for example when you provide a medical certificate, undergo a medical assessment, or in relation to a work health and safety incident;
- racial or ethnic origin; and
- criminal history (as part of a National Police Check).

## How we collect and hold personal information

The main way we collect personal information about you is when you provide it to us.

We may also collect personal information about you from third parties, including:

- referees;
- your representative(s);
- current and previous supervisors and employers;
- contracted service providers that deliver services in relation to you;
- background screening and security assessment providers and agencies;
- the Australian Taxation Office; and

- other government agencies.

## Use and disclosure

The personal information we collect in an employment context will be used and disclosed for the purpose for which it is collected, as explained above.

As noted above:

- personal information that we collect and hold about current and former PWSS staff is used to prepare (including related data analysis for) reports under section 22 of the PWSS, which may include:
  - identifying information;
  - employment/job details (e.g. employment type, role classification and description, commencement and separation dates);
  - remuneration information;
  - information relating to WHS incidents and conduct investigations;
  - diversity information;
- published reports will only contain de-identified staff information, as required by the PWSS Act.

The PWSS uses shared services provided by the Department of Parliamentary Services (DPS), including ICT, financial, payroll, security, accommodation and other services to support our employment and business functions. Your personal information may be disclosed to DPS for the purposes of providing these shared services.

Personal information (including sensitive information) may be used or disclosed for other purposes to the extent reasonably necessary in the circumstances:

- with your consent;
- where authorised or required by law, or a court/tribunal order; or
- if it is otherwise allowed under the Privacy Act.

Aggregated and de-identified information may also be used for internal and external reporting purposes.



## Annexure B: Collection, use and disclosure of personal information for IPSC functions

This Annexure A:

- complements and forms part of the PWSS Privacy Policy; and
- provides further information about how the IPSC handles personal information in relation to its functions and activities under the PWSS Act.

Additional information about the IPSC's information handling practices is included in the [IPSC Privacy Collection Statement](#).

### Overview

The IPSC is established under the PWSS Act. It is led by the Chair Commissioner, and supported by:

- 6-8 additional Commissioners; and
- a limited number of PWSS staff (with separation of roles from other PWSS functions) and consultants.

In addition to requirements under the Privacy Act and APPs, IPSC Commissioners and staff are subject to strict confidentiality obligations regarding information obtained in the course of undertaking their duties. A breach of these confidentiality obligations is an offence under the PWSS Act and Criminal Code.

### Purposes for which the IPSC collects and deals with personal information

The IPSC collects, holds, uses and discloses personal information for the purposes of performing its functions and exercising its powers under the PWSS Act, which includes:

- dealing with conduct issues relating to Commonwealth Parliamentary Workplace participants, including receiving complaints and referrals, making preliminary inquiries, conducting investigations, preparing investigation reports, and making and notifying decisions;
- dealing with requests for internal reviews of IPSC decisions about conduct issues;
- reporting and making public statements about conduct issues;
- making referrals of conduct issues to other bodies, including the PWSS and (where there is a serious breach finding) the Privileges Committee of a House of Parliament; and
- implementing and enforcing sanctions against respondents.

Further information about the IPSC's complaints, referrals and investigation processes is available on the IPSC website ([www.ipsc.gov.au](http://www.ipsc.gov.au)).

## Types of personal information collected by the IPSC

The kinds of personal information the IPSC collects (particularly about complainants, respondents, referrers and witnesses) include:

- name and contact details;
- details of the alleged conduct;
- information contained in evidence provided by complainants and respondents, or as otherwise obtained by the IPSC during the course of investigations;
- IPSC findings in relation to conduct issues; and
- information relating to sanctions imposed against a respondent.

Depending on the nature of conduct issue, this may include sensitive information, as well as other information of a sensitive nature.

## How the IPSC collects personal information

The IPSC collects personal information in various ways including in person, or by phone, post, email or video conference.

Personal information may be collected directly from individuals (such as information about a complainant when they make a complaint), as well as third parties including:

- complainants when they provide information about respondents, witnesses and other persons;
- respondents and witnesses;
- employers;
- referrers, including the CEO of the PWSS, and parliamentarians; and
- other third parties in response to requests and notices issued by the IPSC.

Personal information may be provided to or requested by the IPSC on a voluntary basis. The PWSS Act also provides the IPSC with a range of information gathering powers to enable it to require a person to provide information (including personal information) or attend an interview to assist an investigation.

## Engaging with the IPSC anonymously

If you are a complainant or referrer, you must provide your name and contact details, otherwise the IPSC will not be able to deal with the conduct issue raised.

Similarly, the IPSC is unable to deal with conduct issues raised in anonymous statements.

## Disclosure of personal information

IPSC has a range of information sharing powers and can generally disclose personal information for the purposes for performing its functions and exercising its powers under the

PWSS Act. The kinds of third parties that the IPSC may disclose personal information to include:

- if the information relates to a conduct issue – with employer(s) of the complainant and/or respondent's where:
  - the complainant consents to the disclosure; or
  - the information is relevant to the employer's duties or obligations under work health and safety laws;
- the following bodies, where the disclosure is reasonably necessary to assist those bodies perform their functions or exercise their powers:
  - the PWSS;
  - other Commonwealth entities;
  - Presiding Officers (as defined in the PWSS Act); and
  - State or Territory law enforcement entities;
- other third parties where:
  - the information has already been lawfully made available to the public; or
  - the disclosure is required or authorised under the PWSS Act, or another law;
- the public where the IPSC publishes a public statement about a conduct issue in accordance with the PWSS Act.

IPSC Commissioners can issue confidentiality notices on information recipients to protect complainants, respondents and other participants in an investigation.

## Storage and security

Although the PWSS provides HR support functions and staff to support the Commissioners, information relating to the IPSC's functions and activities under the PWSS Act is stored separately to other PWSS information, and access is restricted to Commissioners and IPSC support staff on a need-to-know basis.

## Access, correction and privacy complaints

If you wish to access or correct your personal information held by the IPSC or make a privacy complaint about how the IPSC has dealt with your personal information, please use the contact details provided in the 'Contact us' section above.