

PN01: Privacy policy

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1.0 Purpose

This Privacy Policy outlines how ZNE-Ag CRC Limited (ABN 33 674 855 577) manages personal information and safeguards privacy in relation to the use of our services, our website (zneagcrc.com.au), and any other interactions with us. The purpose of this policy is to ensure that ZNE-AG CRC complies with relevant privacy laws and principles.

2.0 Scope

This policy applies to all **participants**, including Board members, committee members, employees, secondees, contractors, volunteers, visitors, and students who handle personal information on behalf of ZNE-Ag CRC. It covers all personal information collected, used, stored, and disclosed by ZNE-Ag CRC in accordance with the National Privacy Principles set out in the Privacy Act 1988 (Cth) (Privacy Act), the Australian Privacy Principles (APPs), and the European Union General Data Protection Regulation (GDPR).

3.0 Definitions

Personal Information Information or an opinion about an identified individual or an individual who is reasonably identifiable, whether true or not, and whether recorded in a material form or not. This could include name, address, email, phone number, and any other personal details provided to ZNE-Ag CRC.

Sensitive Information A subset of personal information that includes information or an opinion about an individual's racial or ethnic origin, political opinions, membership in a political association, religious beliefs or affiliations, philosophical beliefs, membership in a professional or trade association or trade union, sexual orientation or practices, criminal record, health information, genetic information, biometric information, or biometric templates.

Cookies Small data files placed on a user's device when they visit a website. Cookies can track and store information about the user's interaction with the website, which can include personal information like IP addresses and browsing habits.

Data Breach An incident where personal information held by ZNE-Ag CRC is accessed, disclosed, lost, or otherwise handled in a way that is not authorized, resulting in potential harm to individuals.

Australian Privacy Principles (APPs) A set of legally binding principles in the Privacy Act 1988 (Cth) that govern the standards, rights, and obligations around handling, holding, accessing, and correcting personal information in Australia.

European Union General Data Protection Regulation (GDPR) A regulation in EU law on data protection and privacy for individuals within the European Union and the European Economic Area. It also addresses the transfer of personal data outside the EU and EEA.

Data Protection Rights The rights of individuals regarding their personal data, including the right to access, correct, erase, restrict processing, object to processing, and data portability.

External Service Provider Third-party companies or individuals engaged by ZNE-Ag CRC to perform functions on their behalf, which may involve processing personal information.

Direct Marketing Communication directly from ZNE-Ag CRC to an individual for the purpose of promoting products, services, or events, which may involve the use of personal information.

Transborder Data Flows The movement of personal information across country borders, which may involve different privacy laws and regulations than those of Australia.

Participants Board members, committee members, employees, secondees, contractors, volunteers, visitors, and students who handle personal information on behalf of ZNE-Ag CRC.

Privacy Officer The designated person within ZNE-Ag CRC responsible for overseeing privacy practices and compliance with privacy laws and this policy.

Personal Data As per GDPR, any information relating to an identified or identifiable natural person ('data subject'); an identifiable person is one who can be identified, directly or indirectly, by reference to an identifier such as a name, an identification number, location data, or an online identifier.

4.0 Policy statement

ZNE-Ag CRC is committed to protecting personal information and complying with the Privacy Act, APPs, and GDPR by:

- a) Setting out the principles for handling personal information that is collected, used, stored, and disclosed by ZNE-Ag CRC.
- b) Adopting the requirements of the APPs and the GDPR.

4.1 Types of personal information collected

The personal information which ZNE-Ag CRC collects and holds will depend on the nature of your interaction with us but generally includes:

- Your name.
- Contact details (such as your phone number, address and email address), organisation, job title, and general information about your business operations.
- Credit card details if you are attending a paid event, including dietary requirements.
- Bank account details if you are a payee of the company.
- Information from your résumé if required for an event or in response to a job application.

We will ordinarily identify at the time of collecting your personal information which elements we require to facilitate your interaction with ZNE-Ag CRC.

4.2 Method of collection of personal information

ZNE-Ag CRC will only collect personal information that is necessary for our purposes, and we will endeavour to only collect personal information if you choose to provide it yourself, for example in person, over the telephone, by post or email, via the ZNE-Ag CRC website or by completing online or hard copy forms. However, there may be occasions when ZNE-Ag CRC collects your personal information from someone else, such as when we engage a third party to assist us with a program or event with other partners or consultants.

ZNE-Ag CRC may at times need to collect personal information for activities not specifically outlined in this policy, and where reasonable, the purpose for which we collect personal information will be made clear at the time of collection.

If we collect personal information about an individual from someone else, we will take reasonable steps to ensure that the individual is or has been made aware of the fact that this information has been collected and of the rights set out in this privacy policy.

ZNE-Ag CRC also automatically collects certain information when you visit the ZNE-Ag CRC website. Such information includes your browser type, server address, operating system type, your IP address, how and when you use the ZNE-Ag CRC website and previous websites visited.

We collect limited information about users of our websites, for diagnostic and analytic purposes. We use cookies and gather IP addresses to do so, but we do not trace these back to individual users.

ZNE-Ag CRC uses this information on an anonymous basis and does not use it to personally identify you unless required to do so by law.

You do not have to provide your personal information to ZNE-Ag CRC but, if you do not provide the information requested, ZNE-Ag CRC may not be able to provide you with its products and services.

4.3 Purposes for holding and using personal information

ZNE-Ag CRC uses the personal information that it collects for the purposes for which it was provided

to ZNE-Ag CRC to carry out its business purposes (which are detailed generally on ZNE-Ag CRC's website (zneagcrc.com.au), provide information to our partners, marketing or / conduct our research, to fulfil its legal obligations, other related purposes or as permitted or required by law.

Where ZNE-Ag CRC documents request personal information, ZNE-Ag CRC will state the general purposes for its use and to whom it may be disclosed, and the main consequences, if any, if the information is not provided. ZNE-Ag CRC's general purposes may include:

- Providing products and services that you have requested and responding to your enquiries.
- Administering ZNE-Ag CRC's programs and dealing with stakeholders.
- Conducting specific projects in which you have chosen to participate.
- Administering competitions and events.
- Including your details in publicly available databases on the ZNE-Ag CRC website.

- Student details including name, contact details, social media addresses, photographs, tax file numbers and other government related identifiers, grades and awards, prior studies, placements and information resulting from ZNE-Ag CRC's processes involving a student (e.g. investigation for academic misconduct, academic appeals).
- Individuals related to, or associated with, students (e.g. emergency contacts, medical practitioners), including name and contact details.
- Prospective student details including name, contact details, grades and awards, prior studies and information resulting from ZNE-Ag CRC's processes involving the prospective student (e.g. recognition of prior learning).
- Direct marketing: ZNE-Ag CRC may collect and use personal information (other than sensitive information) provided by an individual or accessed through ZNE-Ag CRC's website including by using tools such as cookies and tracking pixels and use this information for marketing. ZNE-Ag CRC will only use sensitive information for direct marketing with the consent of the individual to whom the information relates.

ZNE-Ag CRC will provide individuals with a simple means to 'opt out' of receiving direct marketing or other communications. If an individual opts out of receiving direct marketing communications from ZNE-Ag CRC, these communications will cease within a reasonable time of the request.

This does not apply to information that we are legally required to send such as complying with legal requirements.

4.4 Your Data Protection rights?

We would like to make sure you are fully aware of all of your data protection rights.

You are entitled to the following:

- The right to access – you have the right to request from ZNE-Ag CRC copies of your personal data. We may charge you a small fee for this service.
- The right to rectification – you have the right to request that ZNE-Ag CRC correct any information you believe is inaccurate. You also have the right to request ZNE-Ag CRC to complete information you believe is incomplete.
- The right to erase – you have the right to request that ZNE-Ag CRC erase your personal data, under certain conditions.
- The right to restrict processing – you have the right to request that ZNE-Ag CRC restrict the processing of your personal data, under certain conditions.
- The right to object to processing - you have the right to object to ZNE-Ag CRC processing of your personal data, under certain conditions.
- The right to data portability - you have the right to request that ZNE-Ag CRC transfer the data that we have collected to another organisation, or directly to you, under certain conditions.

If you make a request, we have one month to respond to you. If you would like to exercise any of these rights, please contact us via email, phone or post using the below contact details.

Whenever possible, ZNE-Ag CRC will provide reasons for denial of access or a refusal to correct personal information or comply with any of the above listed rights.

4.5 Disclosure of personal information

Generally, ZNE-Ag CRC will obtain consent before it discloses any personal information other than as specified in this policy. Such consent may be given expressly, or it may be implied by conduct.

Depending on the product or service, your personal information may be disclosed to:

- a) ZNE-Ag CRC's related entities and representatives for the purpose of ZNE-Ag CRC business only.
- b) External service providers (on a confidential basis and such service providers will be limited in their use of the information to the purpose of ZNE-Ag CRC's business only). Service providers can include and are not limited to information technology providers and marketing service providers located in Australia or overseas.
- c) Specialist advisers to ZNE-Ag CRC who have been engaged to provide ZNE-Ag CRC with legal, administrative, financial, insurance, research, marketing or other services; and
- d) Any other person authorised, implicitly or expressly, when the personal information is provided to or collected by ZNE-Ag CRC.
- e) ZNE-Ag CRC may also publish its disclosure practices in relation to specific products or services that it provides.

Otherwise, personal information will not be used or disclosed except in accordance with the Privacy Laws and this privacy policy unless ZNE-Ag CRC reasonably believes that any of the following apply:

- a) the use or disclosure is necessary to:
 - satisfy a contract to which you are a party;
 - comply with a legal obligation;
 - save somebody's life; or
 - perform a task in the public interest or to carry out some official function;
- b) you have consented to the use or disclosure, or the disclosure is to you; or
- c) we have a legitimate interest to use or disclosure your personal data.

4.6 Security of personal information

ZNE-Ag CRC takes reasonable steps to protect personal information it holds from misuse, loss and interference and from unauthorised access, modification or disclosure. Accordingly, personal information will be stored by ZNE-Ag CRC in hard copy records and/or on our electronic database. Regardless of the storage medium, all personal information is securely maintained at ZNE-Ag CRC's facilities and electronic information is protected by various data protection measures not limited to password security.

ZNE-Ag CRC utilises skilled providers to minimise cyber security risks and aligns with the ZNE-Ag CRC Cyber Security Framework.

ZNE-Ag CRC will not keep personal information for longer than needed for the purpose for which we collected it. Accordingly, we will keep your personal data for 10 years maximum. Once this time period has expired, we will delete your data by destroying any physical and electronic records.

4.7 Sensitive information

ZNE-Ag CRC does not generally collect any sensitive information as that term is used in the privacy legislation (including information relating to racial or ethnic origin, membership of political bodies, religion or trade unions, sexual preferences or activities, criminal record, state of health or medical history).

ZNE-Ag CRC will only collect sensitive information where required by law or with consent. If ZNE-Ag CRC holds any sensitive personal information, that information will only be used and disclosed by ZNE-Ag CRC for the purpose for which it was provided.

If ZNE-Ag CRC asks for sensitive information, ZNE-Ag CRC will explain the reason for this.

4.8 Access to personal information

A person may request access to personal information that ZNE-Ag CRC holds about them by contacting ZNE-Ag CRC using the contact details below.

ZNE-Ag CRC will process such requests within a reasonable time and may charge a fee for providing access to cover the costs of verifying the application and retrieving the information requested. If ZNE-Ag CRC denies an access request, it will provide reasons for doing so.

4.9 Transborder data flows

ZNE-Ag CRC will only transfer your personal information outside of Australia in accordance with the APPs, for example, if you consent to such a transfer, or if the law otherwise requires or allows ZNE-Ag CRC to do so. Whilst, our data storage will generally reside in Australia, we may be required to transfer or back-up your personal information outside of Australia as part of our online secure data storage arrangements. Whilst we have provided examples, note that it is not practicable to currently provide you with the names of all the possible countries to which this applies.

4.10 Correction of personal information

ZNE-Ag CRC will take reasonable steps to ensure the personal information it holds is accurate, complete and up to date.

ZNE-Ag CRC should be promptly notified if there are any changes to an individual's personal information by contacting ZNE-Ag CRC using the contact details below.

4.11 How to make a complaint

If you wish to make a complaint about a breach of this policy or the Australian Privacy Principles set out in the Privacy Act 1988 (Cth), you can contact ZNE-Ag CRC using the contact details below. You will need to provide enough details regarding your complaint as well as any supporting evidence and information.

ZNE-Ag CRC will refer your complaint to its Privacy Officer who will investigate the issue and determine the steps that ZNE-Ag CRC will undertake to resolve your complaint. ZNE-Ag CRC will contact you if it requires any further information from you and will notify you in writing of the outcome of the investigation. If you are not satisfied with ZNE-Ag CRC's determination, you can contact ZNE-Ag CRC to discuss your concerns or contact the Australian Privacy Commissioner via www.oaic.gov.au

4.12 Data Breach

Whilst we will do everything in our power to protect your personal information and ensure compliance with this privacy policy, we cannot guarantee the security of your information at all times. The safety and security of your information also depends on you. Accordingly, where the security of your information is outside of our control (for example where it is being transmitted to us) we cannot accept responsibility for misuse or loss of, or unauthorised access to, your personal information.

Accordingly, you should maintain good internet security practices. Where we have given you (or where you have chosen) a password which enables you to access our services or parts of our site, you are responsible for keeping this password confidential. You should not share your password with anyone. If you think that any of your accounts have been compromised you should change your account credentials with us, and in particular, make sure any compromised account does not allow access to your account with us. The information you share in public areas may be viewed by other users. We'll never email you to ask for your password or other account login information. If you receive such an email, please send it to us so we can investigate.

In the unlikely event that we have reasonable grounds to believe an eligible data breach has occurred (in accordance with the Privacy Act), we will promptly notify the Office of the Australian Information Commissioner and any individual at risk of serious harm. In such circumstances, we will follow our internal Data Breach Response Plan which will facilitate a swift response to the breach and ensure that all our legal obligations are met.

4.13 Key contacts

Contact Details
Chief Operating Officer (Data Breach Response Team Coordinator) coo@zneagcrc.com.au
Company Secretary (Privacy Officer) CoSec@zneagcrc.com.au

5.0 Roles, responsibilities and delegations

ROLE	RESPONSIBILITY
Chief Executive Officer and Board	Provide oversight of this Privacy Policy, ensuring that it aligns with the organisation's objectives and complies with relevant privacy laws and regulations.
Chief Operating Officer	<p>Responsible for drafting and maintaining this Privacy Policy, and ensuring it is reviewed and updated as necessary. Oversees the implementation of the policy across the organisation.</p> <p>Develops, implements, and maintains data protection policies and procedures.</p>
Participants	<p>Must comply with this Privacy Policy when collecting, using, storing, or transmitting personal information on behalf of ZNE-Ag CRC. They must also report any potential data breaches or privacy concerns to the Privacy Officer promptly.</p> <p>This policy applies to secondees and prevails when they are performing their role and duties for the CRC.</p>
Privacy Officer	<p>Ensures compliance with privacy laws and organisational policies.</p> <p>Manages privacy risks, oversees privacy training and awareness programs, handles data breach incidents, and serves as the primary liaison with regulators.</p> <p>Acts as the Privacy Officer under the Australian Privacy Principles (APPs) and as the Data Protection Officer (DPO) under the General Data Protection Regulation (GDPR) if applicable.</p>

6.0 Information

Title	Privacy Policy
Document number	PN01
Purpose	This Privacy Policy outlines how ZNE-Ag CRC Limited (ABN 33 674 855 577) manages personal information and safeguards privacy in relation to the use of our services, our website (zneagcrc.com.au), and any other interactions with us. The purpose of this policy is to ensure that ZNE-AG CRC complies with relevant privacy laws and principles.
Audience	Staff
Category	Governance
Subcategory	Risk & Integrity
Approval date	20 February 2025
Effective date	20 February 2025
Current version	V1
Review date	At intervals not exceeding 12 months
Policy advisor	Chief Operating Officer
Approving authority	Board of Directors

7.0 Related Policy Documents and Supporting Documents

Legislation

Privacy Act 1988

Australian Privacy Principles (APPs)

European Union General Data Protection Regulation (GDPR)

Policy

PN11 Cyber Security Policy

Procedures

Local Protocol

Forms
