

GLOBAL INFRASTRUCTURE HUB – DRAFT PRIVACY POLICY

The Global Infrastructure Hub (GIH) handles your personal information in accordance with the *Privacy Act 1988* (Cth) and the Australian Privacy Principles (APPs). This privacy policy sets out what personal information GIH collects and how it is used and disclosed.

Information we collect

Personal information collected and held by GIH includes:

- Names of individuals and contact details (telephone numbers, postal and email addresses)
- Date of birth
- Signatures
- Occupation/position
- Employment history
- Educational qualifications
- Complaint details
- Tax File Numbers
- Personal salary, entitlements and banking information
- Security clearance information
- Declarations of personal/pecuniary interests.

Sensitive information collected and held by GIH includes:

- Medical/health information of employees
- Criminal convictions
- Racial or ethnic origin information (e.g. passport information).

How we collect information

GIH collects your personal information directly from you when you provide it to us over the phone, in correspondence, in person, via our website and related social media platforms.

When it is necessary to collect your personal information, including from a third party, we will take such steps as are reasonable in the circumstances to ensure that you are notified in compliance with the Privacy Act.

It is possible in some circumstances to remain anonymous or use a pseudonym when you deal with GIH, for example if you wish to make a complaint. However if you choose not to provide us with your personal information, we may not be able to assist you fully with your query or complaint.

Purposes of collection, use and disclosure

GIH uses personal information to carry out its activities. For example, GIH use's personal information to:

- Process payments and issue a receipt
- Send you information about GIH
- Update you if we have information that may affect you
- Keep you informed about our work including by mail, email, SMS, social media or telephone
- Respond to your questions, comments, compliments or complaints
- Inform you about opportunities to support our work
- Report on our activities including producing our Annual Report

GIH discloses personal information to:

- financial institutions in order to authorise payments
- an authorised legal representative
- government or other organisations as required by law or with your consent
- courts, law enforcement agencies as required by law.

GIH may send personal information overseas, but we will obtain your express consent to the disclosure.

Cookies, our website and your privacy

In order to understand how people arrive at the GIH website and related social media platforms and how they use it, GIH relies on cookies provided by third parties. This enables GIH to assess the effectiveness of our communications. Cookies do not reveal personal information, such as your name, address, phone numbers or email address. You can adjust your browser to disable cookies, but this may restrict your ability to access certain areas of our website.

Accessing and correcting your personal information

You are entitled to access and request correction of your personal information held by GIH. To request access or correction, please contact us using the details provided below and include your name, postal and email address and phone numbers.

Opting out of future communication

If you don't want to receive communications or other materials, please contact us using the contact details below.

Making a complaint

If you wish to make a complaint about our privacy practices, please submit a written complaint to the email or mailing address provided below. In general, we will respond to your complaint within 30 days. If you are not satisfied with our response, you may make a written complaint to the Australian Information Commissioner. For more information about the Australian Information Commissioner visit www.oaic.gov.au.

Contacting us

If you want to contact us for any reason in relation to GIH's privacy policy, or have a complaint about a privacy breach, you can contact us at: contact@gihub.org

GIH updates this privacy policy from time to time. The most up to date version is published on our web site at www.globalinfrastructurehub.org