



# PO 08 Your Right to Privacy Policy

## Summary

This policy provides information on how your privacy is protected by the NSW Registry of Births Deaths & Marriages (the Registry) and the Department of Customer Service (DCS) under the *Privacy and Personal Information Act 1998* (PPIA).

## Document information

<b>File reference:</b>	PO 08 Your Right to Privacy Policy
<b>Business unit:</b>	Executive unit
<b>Author:</b>	Senior Advisor, Ministerial and Customer Support
<b>Owner:</b>	Amanda Ianna, Registrar
<b>Approver:</b>	Amit Padhiar, A/Registrar
<b>Date of effect:</b>	06 October 2021
<b>Key words:</b>	Rights, privacy policy, privacy complaints
<b>Distribution:</b>	Internet, Intranet

### Document history

Version	Date	Reason for amendment
1.0	01-Jun-2012	Initial version
2.0	01-Jun-2013	Policy reviewed and format updated
3.0	01-Sep-2014	Policy reviewed and format updated
4.0	16-Jul-2018	Policy reviewed and format updated
5.0	12-Jun-2019	Policy reviewed and format updated
6.0	06-Oct-2021	Policy reviewed and updated
6.1	23-Nov-2021	Policy updated to include link to Department of Customer Service's Privacy Policy

**Note:** Printed copies are not controlled. Ensure that you have the latest version of this document before doing any work in relation to it.



## Contents

<b>1</b>	<b>About this document</b>	<b>4</b>
1.1	Purpose .....	4
1.2	Scope .....	4
1.3	Glossary of terms.....	4
<b>2</b>	<b>Role of the NSW Registry of Births Deaths &amp; Marriages</b>	<b>5</b>
<b>3</b>	<b>What is Privacy?</b>	<b>6</b>
<b>4</b>	<b>Protecting your Privacy</b>	<b>7</b>
<b>5</b>	<b>Your right to Privacy</b>	<b>8</b>
<b>6</b>	<b>Disclosure of information</b>	<b>9</b>
<b>7</b>	<b>Document Verification</b>	<b>10</b>
<b>8</b>	<b>If you are concerned About Your Privacy?</b>	<b>11</b>
<b>9</b>	<b>References</b>	<b>12</b>

# 1 About this document

## 1.1 Purpose

This policy explains the following

- your right to privacy
- how your privacy is protected by the Registry
- disclosure of information
- document verification
- breach of privacy, and
- how to complain if you feel your privacy has been breached.

## 1.2 Scope

This policy applies to any person who is registering an event, any person who has a life event recorded within the Register or any person who is applying for a record from the Registry.

## 1.3 Glossary of terms

Terms here are specific to this document.

Term	Description
<b>Department of Customer Service (DCS)</b>	means the Department of Customer Service
<b>PIPP Act</b>	means the <i>Privacy and Personal Information Protection Act 1998</i> .
<b>Privacy</b>	is the right to exercise control over your information and documents.
<b>Registry</b>	means the NSW Registry of Births Deaths & Marriages.



## 2 Role of the NSW Registry of Births Deaths & Marriages

The Registry is responsible for the administration of the *Births, Deaths and Marriages Registration Act 1995* (the Act) and the Relationship Register Act 2010 (RRA).

The role of the Registry is to register NSW life events accurately and securely in perpetuity, ensuring their integrity and confidentiality. Information is collected under the provision of the Act and the RRA. This information forms the basis to register births, deaths, marriages, adoptions, surrogacy, relationships, changes of name and sex.

The Registry provides a range of certificates, products, and information services to assist customers establish a range of legal entitlements.



### 3 What is Privacy?

Privacy is the right to exercise control over your personal information.

Information privacy is the way in which governments or organisations handle personal information such as our age, address. etc.

Personal information is any information or opinion about an identifiable person. This includes records containing your name, address, sex, etc.



## 4 Protecting your Privacy

The PPIP Act outlines a set of privacy standards that regulate the way NSW public sector agencies deal with personal information.

The PPIP Act also sets out legal obligations that describe what a NSW government agency must do when it collects, stores, uses, and discloses your personal information.

The Registry adheres to the PPIP Act when registering NSW life events. Your information is collected and stored securely in perpetuity.

The Registry aligns this policy with the DCS policy which can be found at <https://www.nsw.gov.au/privacy-statement>



## 5 Your right to Privacy

Under the PPIP Act you have several rights, including the following:

- You must be told why your personal information is being collected and whether it can be given to anyone else;
- You must be told if the supply of information is required by law or is voluntary;
- You must be told of any right of access to your personal information and how to have it corrected; and
- Your personal information must be stored securely and protected from unauthorised access or misuse.



## 6 Disclosure of information

Information from the Register may be disclosed to external agencies and other third parties for purposes which may include statistical data analysis, medical research, community planning purposes and other uses as required under relevant legislation.

Examples of external agencies with whom the Registry may share information with can include but are not limited to the Australian Bureau of Statistics, Australian Professional Boards and State, Territory and Commonwealth Law Enforcement Agencies.



## 7 Document Verification

Your information may be provided to agencies including, but not limited to, other Registries of Births, Deaths & Marriages, Law Enforcement agencies, the Department of Foreign Affairs and Trade, the Department of Home Affairs, and motor vehicle or driver licencing authorities. Usually, these referrals will be to verify the documents or other evidence that you provide in the process of making your application for a certificate or registering an event.

If there are discrepancies, we may require you to correct any errors with the issuing agency, before being able to process your application. It is extremely important that all your identity documents are accurate and reflect your correct identity information.

Documents provided as proof of identity may have their authenticity verified through the National Document Verification Service (DVS). Documents issued by this office may also be verified by other organisations using DVS.



## 8 If you are concerned About Your Privacy?

For more information on privacy, please visit the NSW Information and Privacy Commission website at [www.ipc.nsw.gov.au](http://www.ipc.nsw.gov.au)

If you believe the Registry has misused your personal information you can:

1. Lodge an application for an internal review with the Registry (within six months). This is an internal investigation to assess if the Registry has complied with its privacy obligations. The Registry must advise and consult with the NSW Privacy Commissioner. You will be informed in writing of the result of the Registry's review. The review should be done in 60 days (if practicable). There is no fee.

You may contact the Registry by email or mail:

- Email: [bdm-complaints@customerservice.nsw.gov.au](mailto:bdm-complaints@customerservice.nsw.gov.au)
  - Mail: Senior Advisor, Ministerial and Customer Support  
NSW Registry of Births Deaths & Marriages  
GPO Box 30  
Sydney NSW 2001
2. Complain to the NSW Privacy Commissioner. Your complaint can be in writing, or you can complain verbally. The Privacy Commissioner may require a verbal complaint to be put in writing. Further information can be found at [www.ipc.nsw.gov.au](http://www.ipc.nsw.gov.au)



## 9 References

*Privacy and Personal Information Protection Act 1998*

*Births, Deaths and Marriages Registration Act 1995*

*Relationship Register Act 2010*

[www.ipc.nsw.gov.au](http://www.ipc.nsw.gov.au)

(End)