

# Privacy

## Website Privacy Statement

This website is maintained by the Office of the Registrar General (ORG). This Privacy Policy applies to all the publicly accessible pages on this site located at [www.registrargeneral.nsw.gov.au](http://www.registrargeneral.nsw.gov.au).

ORG does not have any responsibility for the privacy policies or practices of third party sites linked to this site. If you have any questions about this site, or the application of this Privacy Statement or a request for access to information held please contact:

Privacy Coordinator  
Office of the Registrar General  
McKell Building 2-24 Rawson Place  
SYDNEY NSW 2000

Tel: 1300 318 998

Users of this site are entitled to expect that any information collected as a result of that use will be treated within the terms of the NSW Government's privacy responsibilities and obligations. The NSW Government's privacy practices are regulated by the New South Wales Privacy and Personal Information Protection Act 1998 (PPIP Act) [<https://www.legislation.nsw.gov.au/#/view/act/1998/133>].

You can also find more information in our [ORG Privacy Statement](#), which explains how we manage personal information in line with the Privacy and Personal Information Protection Act 1998. a

### What information do we collect?

When you look at the pages on this site, our computers automatically record information that identifies, for each page accessed:

- the IP (Internet Protocol) address of the machine which has accessed it
- your top-level domain name (for example .com, .gov, .au, .uk etc.)
- the address of your server
- the date and time of your visit to the site
- the pages accessed and documents downloaded
- the previous site visited; and the type of browser and operating system you have used
- the type of browser and the operating system you use

### Online transactions

If you use an online service that attracts a fee in addition to the information above, we will also keep a record of:

- your payment information
- delivery details for products that cannot be supplied online and
- contact information.

This information will be used to provide the relevant service and will be retained securely as part of our business records.

### Mailing lists

Should you subscribe to a mailing list your email address will be used for the purpose for which it has been provided and in order for ORG to identify patterns of usage of the site to assist us in providing better services to you.

All emails from our mailing lists will provide you with an opportunity to cancel your subscription and have your email address removed from our records.

### Cookies

'Cookies' are small pieces of text data that a web server can store on, and later retrieve from, a user's computer. They do not personally identify you, but do identify your browser. Cookies can be either 'persistent' or 'session' based. Persistent cookies are stored on your computer, contain an expiration date, and may be used to track your browsing behaviour upon return to the issuing web site. Session cookies are short-lived, are used only during a browsing session, and expire when you shut down your browser.

This site uses persistent cookies.

They record your preferences in relation to your use of the site and provide us with other information about your enquiry that allows us to recognise your browser if you return to this website in the future. This allows ORG to present information that may be most relevant to you based on your previous visits. They also help ORG to understand what parts of the site users find the most useful and improve the effectiveness of the website.

The cookies on this site do not read the information on your hard drive. They do not make your computer perform any actions or make your computer send information to any other computer via the internet. ORG makes no attempt to associate cookies with users' names or identities. Our server cannot find out your name or email address, or anything about your computer, by using cookies.

### **How do we use the information collected?**

The information collected during each visit is aggregated with similar logged information and published in reports in order for ORG to identify patterns of usage of the site. This will assist us in improving this site and the services offered on it.

ORG will not disclose or publish information that identifies individual computers, or potentially identifies sub-groupings of addresses, without consent or otherwise in accordance with the PPIP Act.

### **What exceptions are there to this rule?**

ORG will collect, use and disclose more extensive information than stated above in the following circumstances:

- unauthorised attempts to access files which are not published ORG pages;
- unauthorised tampering or interference with files published on the site
- unauthorised attempts to index the contents of the site by other sites
- attempts to intercept messages of other users of the site
- communications which are defamatory, abusive, vilify individuals or groups or which give rise to a suspicion that an offence is being committed and
- attempts to otherwise compromise the security of the web server, breach the laws of the State of New South Wales or Commonwealth of Australia, or interfere with the enjoyment of the site by other users.

ORG reserves the right to make disclosures to relevant authorities where the use of this site raises a suspicion that an offence is being, or has been, committed.

In the event of an investigation, ORG will provide access to data to any law enforcement agency that may execute a warrant to inspect our logs.

### **Is the information stored securely?**

Yes. Information collected is stored in an appropriately secure format and held by ORG for archival purposes. When the information is no longer required for the purposes for which it was collected it is disposed of securely and in accordance with ORG management of personal information requirements.

### **What will we do with information provided as feedback?**

ORG provides feedback facilities on this site to allow users to provide input into the future development of the site and to comment on the provision of service by ORG.

The provision of personal details on feedback is optional.

Users provide personal details for the purpose of receiving a reply to their feedback. This information will only be used for the purpose for which it was provided. We will not add your email address or name to any mailing list.

ORG may publish aggregated information about feedback on the site, to the extent that it does not identify or cannot be used to identify individual users.

### **Who else has access to information within ORG?**

A limited number of ORG officers through the use of third-party analytical software such as Google Analytics. Access to the raw data is restricted to these officers for the purpose of analysis and to report on the success of the site in meeting ORG's communication and access objectives.

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### **Will this policy be updated over time?**

Due to the developing nature of privacy principles for online communication, this policy may be modified or expanded over time. The amended policy will be posted to this site and will operate from the time it is posted.