CLIMATE CHANGE AUTHORITY

Privacy Policy

October 2026

Australian Government
Climate Change Authority

This policy

The Climate Change Authority (the **Authority**) is committed to protecting your privacy and personal information. The Authority respects your right to privacy and complies with the *Privacy Act 1988* (**Privacy Act**) in relation to handling your personal information.

This Privacy Policy explains how we collect, use, disclose, store, secure and dispose of your personal information in accordance with the Australian Privacy Principles (**APP**s) made under the Privacy Act. The APPs can be obtained from the Office of the Australian Information Commissioner (**OAIC**) website at https://www.oaic.gov.au.

What is personal information and why do we collect it?

Personal information is information or an opinion about an identified individual, or an individual who is reasonably identifiable, whether the information or opinion is true or not and whether it is recorded in a material form or not. Examples include names, addresses, email addresses and telephone numbers.

The Authority:

- will collect your personal information only where this is reasonably necessary for, or directly related to, one or more of our functions or activities
- will collect sensitive information only where you consent, where the collection is authorised or required by law, or where the collection is otherwise allowed under the Privacy Act
- will take reasonable steps to notify you of relevant matters when collecting personal information, or as soon as practicable afterwards, as required by the Privacy Act
- will only use and disclose your personal information for the purposes for which it was collected, or otherwise in accordance with the Privacy Act.

What personal information do we collect?

Personal information we collect from members of the public when carrying out our functions, such as consultation and engagement during review work and the preparation of advice, includes, but is not limited to:

- identity information (name, employer, other identifying information)
- contact details (location/address, phone number, email)
- photographic images and other images
- any other information relating to you that you provide to us directly, through our website or through our representatives.

Additionally, we collect personal information about our employees, job applicants, contractors, and others in relation to employment or engagement. This includes records relating to:

- personnel (including correspondence, travel records, and remuneration)
- payroll matters
- disciplinary and counselling matters
- applications for employment and supporting documents
- identity documents
- information about your financial affairs
- government identifiers
- security clearances and police record checks
- travel records
- WHS matters, including accident and injury records, compensation, and rehabilitation files.

How do we collect personal information?

We collect personal information in a range of circumstances, including when you:

- call, write to or email us
- subscribe to our mailing list
- use our website
- visit our offices
- apply for a job with us
- respond to our consultation and engagement activities
- participate in our surveys
- interact with us on our website or social media accounts.

Anonymity

You have the option of interacting with us anonymously or by using a pseudonym when making general inquiries, providing anonymous feedback, or browsing our website.

However, please note that if you choose not to identify yourself, we may be limited in our ability to provide detailed or specific advice, follow up on your query, or provide you with targeted updates.

Publication of submissions

If you provide a submission or other material as part of a consultation, we may publish it in accordance with the arrangements notified for that consultation. The relevant consultation notice will explain whether submissions, names or other information may be published and how to request anonymity and confidentiality.

Sensitive information

Sensitive information is defined in the Privacy Act to include information or opinion about such things as an individual's racial or ethnic origin, political opinions, membership of a political association, religious or philosophical beliefs, membership of a trade union or other professional body, criminal record, or health information.

Sensitive information will only be collected, used or disclosed where permitted by the Privacy Act. This may include where:

- you have consented
- the use or disclosure is for the primary purpose for which the information was collected
- a secondary use or disclosure is directly related to that primary purpose and would reasonably be expected, or
- the collection, use or disclosure is required or authorised by law.

Data obtained for our research and advisory work

We also collect data when discharging our functions, such as during our climate change review and advisory work, from a range of external sources, including other government agencies. The data is usually de-identified when we collect it, but sometimes personal information is included where, for example, an individual is named or their identity can reasonably be ascertained. We handle all such data in accordance with the Privacy Act.

Third parties

If we collect personal information about you from a third party, we will take reasonable steps to notify you of relevant matters, unless an exception applies under the Privacy Act.

Use and disclosure of personal information

We collect, hold, use and disclose personal information for our main functions including conducting analysis, preparing reports and advice for publication, publishing other information, and responding to individuals who contact us. We also use it to manage our staff and recruitment processes.

We sometimes use or disclose personal information for other purposes. This will only occur when it is permissible under the APPs. Disclosure can occur where:

- you consent
- you would reasonably expect that your information will be disclosed, or
- disclosure is required or authorised by or under an Australian law.

Disclosure of personal information to service providers

We use a number of service providers to whom we disclose personal information. These include providers that host our website servers, manage our IT and manage our human resources information.

To protect the personal information we disclose we:

- enter into a contract or memorandum of understanding 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 to ensure your personal information is handled securely and in accordance with the Privacy Act.

Use of artificial intelligence

We use approved artificial intelligence tools in accordance with Australian Government requirements and the Authority's AI governance arrangements. AI tools may assist staff with administrative, analytical and drafting tasks.

Our principal generative AI tool operates within a controlled enterprise environment. We make only limited use of public generative AI tools. Staff must use AI tools consistently with the Authority's requirements for privacy, security, information management and responsible AI use.

We do not use AI to make automated decisions that significantly affect individuals. Substantive work produced with the assistance of AI remains subject to appropriate human review and oversight.

Where an approved AI tool is used to handle personal information, we apply the Privacy Act and appropriate privacy and security controls. Further information is available in our AI transparency statement.

Cloud computing and overseas disclosures

We use cloud-based and other service providers to support our corporate, website and ICT functions. In some circumstances, this may involve personal information being disclosed to, or accessed by, recipients outside Australia.

Where practicable, we will identify in relevant collection notices the countries in which overseas recipients are likely to be located. We undertake appropriate due diligence and use contractual, security and other controls to manage privacy risks associated with our service providers.

Our website

The Authority's website contains links to other websites. The Authority is not responsible for the content and the privacy practices of other websites. The Authority encourages individuals to examine each website's privacy policy.

We use website analytics services to understand how visitors use our website and to improve its accessibility, performance and content. These services may use cookies or similar technologies and may collect information such as an IP address, browser or device information, pages visited and the time of access.

Some analytics information may be processed outside Australia. You can control cookies through your browser settings and, where available, the cookie preferences provided on our website. Further information about the analytics services currently used is available through our website's cookie information.

Security of personal information

Your personal information is stored in a manner that reasonably protects it from misuse and loss and from unauthorised access, modification, or disclosure.

When your personal information is no longer needed for the purpose for which it was obtained, we will take reasonable steps to destroy or permanently de-identify it, subject to any overarching Archives Act retention requirements.

Access and correction

You have a right to access the personal information we hold about you and to update and/or correct it, subject to certain exceptions. If you wish to access your personal information, please contact us.

There is no fee for making a request. In order to protect your personal information, we may require identification from you before releasing the requested information.

Maintaining the quality of your personal information

We will take reasonable steps to make sure that your personal information is accurate, complete, and up to date. If you find that the information we have is not up to date or is inaccurate, please advise us as soon as practicable so we can update our records.

Privacy impact assessments

We consider privacy risks when developing or changing activities that involve personal information and undertake a privacy impact assessment where required. Where required, we publish these assessments on our Privacy Impact Assessment Register on our website.

Privacy incidents and data breaches

We have arrangements for responding to privacy incidents and data breaches. Where the Notifiable Data Breaches scheme applies, we will assess the incident and notify affected individuals and the OAIC as required by the Privacy Act.

Privacy complaints

If you believe the Authority has mishandled your personal information or breached your privacy, you may make a complaint using the contact details below. Please describe the conduct you are concerned about and provide any relevant details.

We will acknowledge your complaint, investigate it as appropriate and advise you of the outcome. We may contact you if we need additional information.

If you are dissatisfied with our response, you may be able to complain to the Office of the Australian Information Commissioner. Information about making a complaint is available on the OAIC website.

Review of this Policy

This Policy may change from time to time and will be reviewed at least every 3 years.

Contact details

Email: privacy@climatechangeauthority.gov.au

Phone: 1800 475 869

Post:

Climate Change Authority
GPO Box 3090
Canberra, ACT 2601