

Justice and Community Safety Directorate

Privacy

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Information privacy

The Justice and Community Safety (JACS) Directorate Privacy Policy sets out how the Directorate manages personal information when performing its functions.

The Directorate must follow the Territory Privacy Principles (TPPs) when handling your personal information. The TPPs are outlined in the [Information Privacy Act 2014](#) (the Act). The JACS Privacy Policy is a public statement about how the Directorate will comply with these Principles when handling your personal information.

The Directorate collects, holds, uses and discloses personal information to carry out functions or activities as required under a range of laws, including:

- administering ACT laws, including those relating to justice, criminal, civil, commercial, property, community safety and regulatory laws
- maintaining registers where required by legislation or where needed to perform legislative functions
- consulting and communicating with the public, stakeholders and the media including through websites and social media

At all times, the Directorate only collects personal information that is reasonably necessary for, or directly related to, one or more of our functions or activities.

When collecting or using your personal information, we will generally take all reasonable steps to notify you of your rights under the JACS Privacy Policy. There may be exceptions however, where we are required by law to collect or disclose this information without your consent. The JACS Privacy Policy sets out common situations where we are required to collect or share your personal information with law enforcement, other public authorities or overseas recipients.

If you would like to access or correct your personal information held by the Directorate, or have a complaint regarding the Directorate's handling of your personal information, please contact us on the details below.

We are also able to assist you to lodge your complaint if needed. We will consider your complaint to work out how we can resolve your issue satisfactorily. We will endeavour to acknowledge receipt of your complaint within five working days and respond to the complaint within 21 days. Please also contact us if you would like to receive a hard copy of the JACS Privacy Policy.

Email: [JACS Enquiries@act.gov.au](mailto:JACS.Enquiries@act.gov.au) or JACSComplaints@act.gov.au

Telephone: 02 6207 4813

Post:

Executive Director, Governance
GPO Box 158
Canberra ACT 2601

[JACS Privacy Policy](#) [.PDF 625 KB]

[JACS Privacy Policy](#) [.DOC 135 KB]

Website information privacy

This privacy statement describes the collection, use and access to information that may be obtained through the use of our websites.

The Australian Capital Territory Government has created this privacy statement to demonstrate its firm commitment to protecting personal privacy.

The Australian Capital Territory Government seeks to adhere to the [Guidelines for Federal and ACT Government World Wide Web sites](#) developed by the Federal Privacy Commissioner. The following discloses our information gathering and dissemination practices for this web site.

This privacy statement applies to all users who access this web site.

If you have any questions about this privacy statement, the practices of this site, or your dealings with this web site, please contact us.

See also the [Personal Information Digest](#).

Cookies

This website uses [Google Analytics](#), a web analytics service provided by Google Inc. (Google). Google Analytics uses cookies and JavaScript code to enable analysis on usage of this website.

The data collected about your use of this website, (including your IP address) will be transmitted to and stored on Google's servers. Google uses this data for the purpose of compiling reports on website activity and providing other services relating to website activity and internet usage.

Google will not collect personal information about you and the reports provided by Google will only contain aggregate non personal data about your use of our websites. (These reports may contain data relating to pages viewed, files downloaded or the completion of online subscriptions).

We use the data collected by Google Analytics to improve how our websites function. For example we

use the data to check whether visitors experience problems finding information and make access to information as easy as we can.

Google may transfer this data to third parties where required to do so by law, or where third parties process this data on Google's behalf. Google will not associate your IP address with any personal information you may have previously provided to Google. You may refuse the use of cookies by selecting the appropriate settings on your browser. Please note that if you do this, you may not be able to fully use this website.

By using our websites, you consent to the processing of data about you by Google in the manner and for the purposes stated.

Information Collected

When you browse our web sites, our system automatically makes a record of your visit and logs the following information for statistical purposes:

- your server address
- top level domain name (e.g. .com, .net, .gov, .au etc)
- the type of browser and operating system you used
- date and time of your visit
- the previous site visited
- which pages are accessed
- the time spent on individual pages and the site overall
- which files were downloaded.

No attempt will be made to identify individual users or their browsing activities except, in the unlikely event of an investigation, where a law enforcement agency (e.g. Australian Federal Police) exercises a warrant to inspect our service provider's log files. This information is analysed to determine the web site's usage statistics.

We collect no personal information about you unless you choose to take part in an activity that asks for information, such as:

- sending an email
- participating in a survey
- undertaking a payment or other transaction
- suggesting a link.

If you choose not to take part in these kinds of activities your ability to use the website won't be affected.

Use of personal information collected

Any personal information you provide will only be used for the purpose for which it was provided and will not be disclosed to other people or organisations without your consent.

The Internet is an insecure medium and users should be aware that there are inherent risks transmitting information across the Internet. Information submitted unencrypted via email or web forms may be at risk of being intercepted, read or modified.

If you do not wish to email or send an online form to the Australian Capital Territory Government, you can send a letter to us.

Other sites

This site contains links to external web sites. The Australian Capital Territory Government is not necessarily responsible for the privacy practices or the content of such websites. For more information, refer to our disclaimer statement.