

## Practice Guideline - Privacy and Handling of Information

1. This Practice Guideline provides information about how the Royal Commission into Domestic, Family and Sexual Violence (the Commission) will use personal information, and how it intends to maintain the privacy of individuals.
2. The Commission may vary, replace or withdraw this Guideline at any time.

### *General principles*

3. The Royal Commission into Domestic, Family and Sexual Violence (the Commission) is committed to protecting the privacy of individuals.
4. The South Australian Cabinet Administrative Instruction relating to Information and Privacy: [Microsoft Word - PC 012 - Information Privacy Principles Instruction \(dpc.sa.gov.au\)](https://www.dpc.sa.gov.au/microsoft-word-pc-012-information-privacy-principles-instruction) outlines the policy developed by Cabinet to protect against information misuse and to protect the privacy of individuals. It is followed by the public sector. The Commission will make every reasonable effort to ensure that an individual's personal information is collected, stored and disclosed in accordance with this instruction.

### *Providing information to the Commission*

5. Generally speaking, information you provide to the Commission will be used to guide the Commission's inquiry and its recommendations. Information you provide, or parts of it, may be published in the Commission's final report or in other publications. Some information may be published on the Commission's website and public hearings will usually be live streamed. There will be some avenues available to supply information anonymously or to request that information you provide is treated confidentially.
6. If you engage with the Commission in a way that identifies you, Commission staff may contact you to seek further information.
7. The Commission has published a Practice Guideline – [Providing a written submission to the Commission](#) in relation to how to provide a written submission, how it will be used and how to make a request for confidentiality. The Commission will publish further guidelines in relation to other ways of providing information to the Commission as its inquiry progresses. Please consider the specific applicable guidelines when providing information to the Commission.
8. The Commission works with the support of service providers, both internal and external to the South Australian Government. For example, the Commission will use Mailchimp for distributing newsletters and Qualtrics to receive written submissions and other information. Those service



providers may have access to personal information in order to perform the duties they have been engaged to perform.

#### *Receiving the Commission's newsletter*

9. You can choose to receive an electronic newsletter from the Commission which will provide updates on the Commission's activities. You can register to receive these newsletters on the Commission's website. You will also be able to unsubscribe at any time by following the link in the email sent to you.

#### *Records management at conclusion of the Royal Commission*

10. At the conclusion of the Commission, all Commission records (including confidential information and documents) will be transferred to the office of State Records for archiving.

#### *Our website and online services*

11. The Commission's website may use cookies from time to time. Cookies are small data files that a website is able to place on a user's device to record aspects of that user's experience of the website. The default settings of browsers like Chrome and Safari may allow some or all cookies, but users can easily take steps to erase cookies from their hard drive, block all cookies, or receive a warning before a cookie is stored. However, some parts of sites may not function fully for users that disallow cookies.
12. The Commission's website uses Google Analytics to track and measure visitation numbers using clickstream data, cookies and web beacons. For more about how Google collects and processes data, please see Google's privacy policy and their information at <https://policies.google.com/technologies/partner-sites>.
13. The operation of the Commission's website is supported by the Department of Premier and Cabinet, using Squiz Matrix. Squiz Matrix uses cookies and collects and handles information as described in its Privacy Policy available at [Privacy policy | Squiz](#).
14. The Commission will use online survey tools provided by Qualtrics. The Commission owns all data submitted through those tools and controls access to that data. Qualtrics is responsible for securely storing that data. It does not collect any personal information, but may collect anonymised and aggregated metadata which does not identify individuals.
15. The Commission uses a service called Mailchimp to create and deliver certain emails, and provide related services including mailing list management and segmentation and reporting on how recipients interact with our emails. Mailchimp (and its contractors) use cookies, web beacons and flash player codes and collect and handle personal information as described in its



Privacy Policy available at <https://mailchimp.com/legal/cookies/> and Cookie Statement available at [Mailchimp's Cookie Statement | Mailchimp](#).

16. The Commission acknowledges that for some, use of online services may present a risk to their safety. The Commission website will include a 'Quick Exit' button on every page, which will revert the user to the Bureau of Meteorology website if clicked. You can find information about staying safe online, including [instructions about clearing browser history on the Commission's website](#), and further information about web browsers and cookies on the website for the eSafety Commissioner, in particular on this page: [Web browsers | eSafety Commissioner](#)
17. The Commission website may contain links to other sites. The Commission is not responsible for the privacy practices or content of those sites.