

Nature Near Me

Policy and guidelines

User policy

Nature Near Me is a free mobile phone app developed and offered for public use by the Office of Environment and Heritage (OEH)

The NSW National Parks and Wildlife Service (NPWS) is part of OEH. Where references in this document are made to 'we', 'us' or 'our', then that is a reference to OEH.

The use of this app is subject to the following terms and conditions.

Quality of Information

OEH endeavours to make sure that information provided by OEH in this app is correct at the time of its publication or posting. However, if necessary, you should obtain independent advice before making any decision based on the information in this app. To the extent legally permitted, OEH gives no warranty about, and accepts no responsibility for, the accuracy, completeness or suitability of information, or advice given in this app or any linked site, or for any error or omission in that information. If there is any material that you consider to be misleading or inaccurate in this app, please let us know and it will be corrected as soon as possible. If you require an urgent response you can contact or ring [Environment Line](#).

Visiting a park or reserve

If you are intending to visit or obtain access to any of the parks, reserves and other areas managed by OEH referred to in this app, you should contact the OEH Information Centre or the relevant NPWS office to obtain updated information. You should not rely solely on the information provided in this app. If there is any material in this app that you consider to be misleading or inaccurate, please let us know and we will correct it as soon as possible.

Linked sites and apps

This app contains links to websites and other apps (linked sites). These links have been included in this app with the intention of increasing the information available to you. If you use these links, you may leave this app. OEH has no, or only limited, control over linked sites and as a result:

- we cannot accept responsibility or liability for any loss, damage, cost or expense you might incur if you rely on information which appears on linked sites
- when you visit a linked site, you will be subject to the privacy policy of that site and will no longer be protected by the privacy policy of this app
- we are not responsible for the views, opinions, standards or information expressed on linked sites.

The provision of a link does not imply that OEH endorses those linked sites, the content posted on those sites, or the people or companies who own them, and vice versa.

Your right to privacy

OEH must comply with the [Privacy and Personal Information Protection Act 1998](#) (NSW), which regulates the collection, storage, quality, use and disclosure of [personal information](#). For details see [OEH and your privacy](#).

Collection of information

Information that in some way identifies you may be gathered when you use this website or send us an email.

Information collected from online forms and services

When you submit your email on this app we collect information from this activity. This information may include personal and organisational details such as your full name or email address.

Clicking on the 'submit' button on the form acts as your consent for OEH to collect the information you have provided. Before you submit this information we will take reasonable steps to inform you of:

- where applicable, any law that requires the particular information to be collected
- which fields are mandatory and which are optional.

Information collected from email

If you send us an email, we will record your email address for the purpose of responding to you.

Personal information you post on this website

When using this app (or any website) we suggest that you use your discretion and exercise caution when providing your personal information. Whenever you post personal information in publicly accessible places such as internet message boards, this information becomes available to anyone with access to the internet. This information can be collected and used by others. Therefore, we recommend that you refrain from posting any information that you do not want seen in these public areas.

OEH does not take any responsibility for any personal information or other details that you post on this website, contribute to any interactive services on this website, or give to other users of the website. Although we recommend that you do not post or share personal information or other details on the website that you do not want made publicly available, you are solely responsible for the personal information and other details that you post, contribute or share on this website or interactive services offered on this website.

Links to other websites

This privacy policy applies solely to information collected by this app. This app may contain links to other sites (for example, www.facebook.com). We make no representations or warranties as to the privacy practices of any site operated by a third party and are not responsible for the privacy policies. We recommend that you examine the privacy policy for all third party websites you visit to understand their procedures for collecting, using and disclosing personal information.

Use and disclosure of information collected

Information collected from browsing this app is used to identify patterns of usage of this app. This will help us to improve this website and the electronic services offered on it.

Information collected from forms, newsletters and email will only be used for the purpose for which you have provided it. We will not use it for any other purpose, nor will we disclose it, unless with your consent or in other circumstances where such use or disclosure is permitted under the [Privacy and Personal Information Protection Act 1998](#). For example, we may provide the information you have submitted to another public authority in the course of administering environment protection legislation.

Your personal information (including your email address) will not be automatically added to a mailing list, or sold or otherwise transferred to a third party for commercial purposes.

Government Information (Public Access) Act 2009

The [Government Information \(Public Access\) Act 2009 \(GIPA Act\)](#) confers on the public a right to access information held by a government agency, including electronic information like transactions through the web. If information is sought by a third party under the GIPA Act that affects your research, business, commercial, professional or financial interests or your personal information, we will seek your views if you are likely to have concerns about the disclosure of the information before making any decision about releasing the information. See also: [Obtaining information from OEH](#).

Storage of personal information

Access: under the [Privacy and Personal Information Protection Act 1998](#) you have the right to [access and change personal information](#) OEH holds about you, such as your address and phone number(s).

Accuracy: we are committed to ensuring that the information we hold is accurate, complete and up to date, so we encourage you to advise us if the information you have given us has changed. If you believe our information is inaccurate, please [contact us](#) and we will correct the information.

Retention: we will retain the information you have provided for a period that is appropriate for the purpose for which it was provided. Your information will be archived and disposed of in accordance with OEH policies, legislative requirements and guidelines based on the [NSW State Records Act 1998](#).

We take reasonable steps to protect information during transfer and storage. Physical measures, such as building and equipment security, are used in conjunction with digital technology, such as data encryption and firewalls, to minimise unauthorised access to information.

Privacy enquiries

For privacy enquiries or general enquiries concerning access to, or amendment of, personal information held by OEH please contact a Right to Information/Privacy Officer on 9995 6080 or 9995 6497 or in writing to:

Right to Information/Privacy Officer
Office of Environment and Heritage
PO Box A290, Sydney South NSW 1232
Privacy information can also be found on the [OEH website](#).

Moderation guidelines

Accuracy of information

Nature Near Me enables you to share information about your favourite nature places. We are keen for you to upload new sites and to share your feedback, ideas and comments with Nature Near Me. In uploading a site or content to the Nature Near Me site you agree to represent to us that all information provided to us is true, accurate and correct. OEH reserves the right to decline to publish a site should we be concerned about the truth or accuracy of the information provided.

Sensitive sites

All sites and comments entered into Nature Near Me are subject to review prior to release to identify if any sensitive sites have been identified. If your post is considered to contain potentially sensitive cultural or natural heritage information we will inform you that we are referring the site to OEH experts for review.

Appropriateness of content

OEH will also decline to publish any third party advertising, commercial sites, spam or posts that contain profanity, defamatory, discriminatory, intimidation, bullying of other users, racist, offensive, obscene or inflammatory content.

Content deemed to have breached local laws will also be removed at the discretion of OEH.

OEH reserves the right to refuse to publish, edit, remove or delete inappropriate posts that do not follow the above guidelines.

Guarantee of service

The Nature Near Me site will be monitored between 9 am and 5 pm seven days a week. We offer a guarantee of service that your site or comments will be published to Nature Near Me within two days. If your post is considered to contain potentially sensitive cultural or natural heritage information we will inform you that we are referring the site to OEH experts for review.

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Email: info@environment.nsw.gov.au

Website: www.environment.nsw.gov.au

Report pollution and environmental incidents

Environment Line: 131 555 (NSW only) or info@environment.nsw.gov.au

See also www.environment.nsw.gov.au

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