

Privacy Compliance Specialist

Level	2B	Location	Sydney CBD
Department	Legal	Division	Legal and Corporate Governance
Group	CLRO	Direct Reports	
Reports to	Head of Group Privacy	Manager once removed (MOR)	General Manager, Legal
Role Scope	(size of revenue / expense budget)	Created / Updated	

Role Summary

Role purpose

As the Privacy Compliance Specialist, you will support the oversight of Velocity Frequent Flyer's (Velocity's) compliance with its obligations under the Privacy Act 1988 (Cth) (the **Privacy Act**). You will report directly to the Head of Group Privacy and be part of the Virgin Australia Group Legal Team with a dotted line to Velocity's Chief Information Officer (CIO).

You must understand Velocity's privacy obligations under the Privacy Act (including the Australian Privacy Principles) and the role of the Office of Australian Information Commissioner and its privacy regulatory powers. You will also understand the fast-evolving landscape of privacy compliance and community expectations globally. You will be responsible for the activities outlined in the table below.

Accountabilities and Key Metrics

Accountability	Major activities	Key Metrics
Privacy Compliance	<ul style="list-style-type: none"> Work collaboratively with the wider Velocity business to understand information handling practices of each department and ensure practices are compliant with the Australian Privacy Principles. Ensure data flow maps are regularly reviewed and updated. Regularly review and update Privacy statements, policies, privacy management plans, manuals, processes and procedures to ensure compliant and current. Participating as a key stakeholder in the Group Privacy Council and 	<ul style="list-style-type: none"> Feedback from relevant business areas. Feedback from Head of Group Privacy. Feedback from CIO. Completion of tasks within agreed timeframes.

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Accountability	Major activities	Key Metrics
	<p>Customer Communications Compliance Group.</p> <ul style="list-style-type: none"> • Arranging Group Privacy Council meetings, attending to agenda and minutes. • Facilitating Privacy Impact Assessments (PIAs) process for new or amended programs, activities, systems or databases, new methods or procedures for service delivery or information handling and changes to how information is stored and keeping a register of all PIAs. • Conducting investigations of allocated privacy complaints under the direction of the Head of Group Privacy or General Manager, Legal. • Implementing Velocity's Privacy Management Plan and ensuring that the Head of Group Privacy is well informed of any privacy risks and changes in business practices. • Working with the Virgin Australia Privacy Compliance Specialist to manage the Group privacy inbox and associated privacy queries and maintaining register of privacy complaints. • Reporting on Velocity's compliance with privacy requirements to senior management and Board. • Communicating with the Group Privacy Team on privacy related matters to ensure a consistent approach is taken in respect of Privacy across the Virgin Australia Group. • Undertaking research tasks relating to privacy matters. • Maintaining a register of privacy legal advice. 	

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Accountability	Major activities	Key Metrics
	<ul style="list-style-type: none"> Subscribing to OAIC and communicating OAIC information to the business and the Head of Group Privacy. Keeping informed of relevant legislative changes within Australia and globally that impact on Velocity's privacy compliance framework. 	
Departmental Interactions	<ul style="list-style-type: none"> Develop and maintain a strong and effective working relationship with key Velocity teams and broader group stakeholders (Virgin Australia, Tigerair etc). 	<ul style="list-style-type: none"> Feedback from business. Feedback from Head of Group Privacy.
Development and Training	<ul style="list-style-type: none"> Champion the awareness of the Australian Privacy Principles within Virgin Australia Group ensuring team members are aware of the role the regulatory framework plays within the organisation. Assist with privacy training initiatives for the business. Assist with drafting guidelines and other material for the business. 	<ul style="list-style-type: none"> Feedback from the business. Compliance with target dates for training. Feedback from Head of Group Privacy.
Safety	<ul style="list-style-type: none"> Actively support the Virgin Australia Group Safety Culture and safety reporting processes. Complete all mandatory safety training. 	<ul style="list-style-type: none"> 100% completion of mandatory safety training.

Expertise

	Must have	Great to have
Knowledge	<ul style="list-style-type: none"> Proven deep knowledge/understanding of the Australian Privacy Principles and the Privacy Act. 	<ul style="list-style-type: none"> Understanding of the airline/loyalty industry. Operations and functional understanding and knowledge.

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	Must have	Great to have
Qualifications	<ul style="list-style-type: none"> Tertiary degree or related business experience in a similar discipline. Bachelor of Laws 	
Skills	<ul style="list-style-type: none"> Strong communication and presentation skills both written and verbal. Demonstrated attention to detail. Strong interpersonal, verbal reasoning and analytical skills. Proven ability to manage multiple stakeholders as well as stakeholders at all levels of the organisation. Ability to work independently and use initiative. 	

Key interactions

Internal	All departments within Velocity, relevant departments within the Virgin Australia Group, Head of Group Privacy and Virgin Australia Privacy Compliance Specialist.
External	Third Party Suppliers, Contracting Parties and External legal counsel.

Our Expectations

You are expected:

- To be the ultimate Velocity ambassador through living, breathing and promoting the Virgin Australia Group Values – Caring, Excellence, Individuality, Resourcefulness, Innovation, Enthusiasm and Integrity.
- To demonstrate our Leadership Behaviours; Act with integrity, Be decisive, Act quickly, Listen to Members and team members and Take responsibility.
- To comply with and actively support all position, department and company policy and procedures
- To be a team player – supporting a one in all in approach and a first to know, best to deal with
- To demonstrate our Safety First philosophy – First to find, first to fix! Ensuring that you keep our workplace fair and safe – free of all forms of discrimination and harassment and free from injury and incident.
- To engage the very best of your personality and enthusiasm and create memorable, positive and fun experiences for all.

Sign off

I have read and understand the requirements of this position. I agree to consult with my Leader should I not understand the key accountabilities or expectations of me. I will carry out the position to the best of my ability and understand I must meet required performance standards and targets. I accept the responsibilities of the position as outlined above.

I understand the position description for my role is constantly evolving, based on emerging priorities and shifts in organisational and department needs, and therefore will be updated from time to time.

Team member name:	Signature:	Date: [Add date]
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Leader's Name:	Signature:	Date: [Add date]
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