

1. **PRIVACY POLICY**

This section assumes that we have an obligation to comply with the *Privacy Act 1988*.

We are committed to respecting the privacy of personal information and are bound by the National Privacy Principles (NPPs) under the Act.

Our Privacy Policy sets out how we handle the personal information of clients/contacts which come into our possession.

1.1 **Commitment to Privacy**

Throughout this policy, "personal information" means information about a client/contact which makes their identity apparent or reasonably ascertained. For example, name, home address and home telephone number.

We will post changes to our policy on our website and clients/contacts are encouraged to check the policy from time to time.

1.2 **Information Collected**

We may collect information about clients/contacts through our website. We only collect personal information essential for its functions. For example, we only collect personal information about a client or contact when:

- providing a quotation or estimate as instructed,
- in general communications with a client/contact,
- a client/contact participates in an online survey,
- accessing mailing lists which include details of a client/contact,
- a contact is referred by another party,
- a client/contact communicates with us by way of our website,
- for purposes related to our research (including market research), planning, service development, security, testing and risk management.

In certain circumstances, we may also collect sensitive information about clients/contacts, including:

- memberships of a professional or trade associations; or
- health information; or
- religious beliefs or affiliations.

Clients/contacts may browse information from our website without providing any personal information; however we may not be able to provide the full range of services offered if not provided with the information requested at the time of collection.

On occasions we may need to collect personal information about clients/contacts from a third party. For example, we may collect personal information from:

- a company for whom the contact has worked,
- an individual or organisation that has referred us to the client/contact or vice versa,
- other organisations with whom the client/contact has had dealings, such as an information service provider or a publicly maintained record.

If we collect personal information about a client/contact in this way, we will take reasonable steps to ensure that the client/contact is aware of the purposes for which the personal information is being collected and any organisations to which the information might be disclosed.

1.3 **Use and Disclosure of Personal Information**

We will use or disclose personal information that it collects from a client/contact only:

- in accordance with this policy,
- where the client/contact has consented to its use or disclosure,
- for the main purpose(s) for which the information is collected, or for related purposes for which the client/contact would reasonably expect us to use or disclose the personal information, ie.

- to provide quotations or estimates,
- to invoice the client/contact or to send invoice reminder notices,
- subject to the *Privacy Act 1988*, to provide the client/contact with information relating to us or promotional details about products and services that may be of interest, unless previously advised that such contact is not wanted,

We may disclose the client's/contact's personal information for purposes related to our research (including market research), planning, service development, security, testing and risk management and with the operation, administration, development or enhancement of our website.

We may disclose the client's/contact's personal information when the use or disclosure is required or authorised by or under law.

We may disclose the client's/contact's personal information to third parties. For example, we may engage contractors to store and archive client's/contact's goods. We may also disclose the client's/contact's personal information to service providers who assist in providing our website and other products and services (for example internet and technology service providers, auditors, mail houses and delivery companies) and organisations with whom we have co-promotion arrangements (and any agents used in administering such arrangements). In these situations, we prohibit the third party from using or disclosing the client's/contact's personal information except for the specific purpose for which it is supplied.

1.4 Links

Our website may contain links to the websites of other organisations. Linked websites are responsible for their own privacy practices and contacts accessing those sites through links on our website should consult the linked sites own privacy statements.

1.5 Security

We use a number of methods to protect the security of personal information. Because the Internet is not completely secure, we cannot guarantee the security of any information transmitted to it via the Internet.

Once personal information comes into our possession, we will take reasonable steps to protect that information from unauthorised access, modification or disclosure. The client's/contact's personal information may be stored either in hard copy or electronically in our computer software or systems. We shall use locks and security systems to physically protect personal information and firewalls and other security systems to control access to our computer systems.

1.6 Request for Access to Information

On request we will provide clients/contacts with access to their personal information unless an exempted under the Act. If access is required, we will request as much detail as possible to assist in its retrieval. We may seek to recover our costs in providing the access requested. If we cannot provide the access sought, we will notify the client/contact of our reasons.

1.7 Maintaining Personal Information

We endeavour to make sure that the personal information we collect is accurate and up-to-date. Should the personal information which we hold be inaccurate or out-of-date, clients/contacts may be requested to provide updated information for use in our records.

1.8 Transfer of Information Overseas

We may transfer a client's/contact's personal information to a party overseas only with their consent for the purposes of:

- receiving services from the client/contact or a related organisation,
- invoicing or reminder notices.

1.9 Questions and Complaints

Questions or feedback about our Privacy Policy, or complaints about how we have handled personal information are to be brought to the attention of the Director(s).