

PRIVACY POLICY

Purpose

Protek 24/7 has guidelines for all employees regarding Privacy. The purpose of this policy is to explain the general procedures relating to Privacy to ensure compliance with the Australian Privacy Principles.

Scope

This policy is applicable to all Protek 24/7 Directors, Management, employees, contractors, sub-contractors, vendors, service providers, agents, consultants, visitors, guests and volunteers.

For the purposes of this policy, Personal Information means information or an opinion about an identified individual, or an individual who is reasonably identifiable:

- whether the information or opinion is true or not; and
- whether the information or opinion is recorded in a material form or not.

Policy

The privacy policy implemented by Protek 24/7 extends to and covers all operations and functions of the organisation. All directors, management, employees, contractors, sub-contractors, vendors, service providers, agents or any other third parties that have access to and/or utilize personal information collected and/or held by Protek 24/7 must abide by this privacy policy.

The objective of the privacy policy is to ensure that a sound privacy foundation and framework is established and maintained by Protek 24/7 and that the company complies with the relevant Privacy legislation and the Australian Privacy Principles

Further Privacy information is covered in Protek 24/7 Induction Program which all employees are required to complete.

Ownership

All personal information collected, held or shared by Protek 24/7 must be done so in accordance with this privacy policy. Protek 24/7 retains the right to take reasonable steps to ensure that its privacy policy is properly adhered to.

For every operation or function of Protek 24/7 where personal information is collected, the person to whom the application is addressed is responsible for ensuring compliance with this privacy policy.

It is the responsibility of all employees and other relevant parties to ensure that they understand and adhere to the privacy policy implemented by Protek 24/7 and that they maintain up-to-date knowledge of changes or any new privacy policies and procedures.

Ignorance of the existence of any privacy policies and procedures will not be an acceptable excuse for non-compliance.

Protek 24/7 will ensure that reasonable steps are taken to protect personal information collected from:

- misuse, interference and loss; and
- unauthorised access, modification or disclosure

If the Company holds personal information about an individual and it is no longer needed for any purpose, and the information is not contained in a Commonwealth record or required by or under Australian law to be retained, the Company may take reasonable steps to destroy the information or ensure that the information is de-identified.

The 13 Australian Privacy Principles can be found at the Office of the Australian Information Commissioner's website www.oaic.gov.au

Contractual Arrangements

Protek 24/7 must ensure that all contractual arrangements with third parties adequately address privacy issues.

Privacy Statements

Protek 24/7 will ensure that a copy of the privacy policy is available to all job applicants and stakeholders.

Collection

Protek 24/7 will take reasonable steps to ensure that personal information that is collected by the Company is accurate, up-to-date and complete. Collection of personal information by Protek 24/7 will be reasonable, lawful and not intrusive. A person must be told our organisation's name, the purpose of collection and that the person can get access to their personal information and what happens if the person does not give the information.

If an individual requests Protek 24/7 to correct personal information or the Company is satisfied that the information is inaccurate, out of date, incomplete, irrelevant or misleading, the Company will take reasonable steps in the circumstances to correct the information to ensure that the information is accurate up-to-date, complete, relevant and not misleading.

Use and Disclosure

Protek 24/7 will take reasonable steps to ensure that the personal information used or disclosed by the Company is accurate, up-to-date, complete and relevant. Protek 24/7 will only use or disclose information for the purpose for which it was collected unless the person has consented, or the secondary purpose is related to the primary purpose and a person would reasonably expect such use or disclosure, or the use is for direct marketing in specified circumstances, or in circumstances related to public interest such as law enforcement and public or individual health and safety.

Dealing with Unsolicited Personal Information

Any unsolicited information received by the Company that has been determined that it could not have been solicited, will be destroyed and de-identified as long as it is lawful and reasonable to do so.

Direct Marketing

If Protek 24/7 uses personal information to send marketing and promotional information by post, email or telephone recipients will be provided with an opportunity to opt-out of receiving such information. Protek 24/7 will always ensure that opt-out notices are clear, conspicuous and easy to take up.

Data Security

Protek 24/7 will take all reasonable steps to protect the personal information it holds from misuse and loss and from unauthorised access, modification or disclosure.

Protek 24/7 may use software embedded in the Protek 24/7 website (such as JavaScript) and may place small data files (or cookies) on computers or other devices to collect information about which pages visitors view and how they are reached, what visitors do when visiting a page, the length of time they remain on the page and how Protek 24/7 is providing content to visitors.

A cookie does not identify individuals personally, but it does identify computers. Visitors can set their browsers to notify them when they receive a cookie and this will provide them with an opportunity to either accept or reject it in each instance.

Protek 24/7 may gather IP addresses as part of our business activities and to assist with any operational difficulties or support issues with our services.

This information does not identify individuals personally.

Cross Border Disclosures

Protek 24/7 may use data hosting facilities and third-party service providers to assist us with providing our goods and services. As a result, personal information may be transferred to, and stored at, a destination outside Australia, including but not limited to New Zealand, Netherlands, China, Singapore, Hong Kong, Ireland, Canada, United States of America and the United Kingdom

Personal information may also be processed by staff or by other third parties operating outside Australia who work for us or for one of our suppliers, agents, partners or other stakeholders. We take such steps as are necessary in the circumstances to ensure that any overseas third-party service providers we engage do not breach the Australian Privacy Principles, including through contractual arrangements.

Complaints Procedure

Any complaints or requests for information regarding privacy must be handled in accordance with the following process after contacting the Business Manager:

- The Business Manager will handle any complaints and explain the procedures involved.
- Confidentiality - Any complaint will be dealt with in the strictest of confidence.
- Outside Assistance - Whilst we will make every effort to resolve any complaint within the organisation, any person who feels their privacy has been breached has the right to take the complaint to the Office of the Australian Information Commissioner.
- Protek 24/7 endeavours to respond to queries or complaints within 14 days.

Related Documents

- Privacy Act 1988
- Performance & Discipline Policy (POL-018)
- Grievance & Dispute Policy (POL-017)

Authorised By

Tarrsha Watkins

Managing Director

23/03/2020

Version Number	Issue Date	Approved By
V1.0	06/10/2017	Tarrsha Watkins
V1.1	23/03/2020	Tarrsha Watkins