



EMERGENCY
Trade Services

Privacy Policy

Emergency Trade Services PTY LTD is committed to providing quality services to you and this policy outlines our ongoing obligations to you in respect of how we manage your Personal Information.

We have adopted the Australian Privacy Principles (APPs) contained in the Privacy Act 1988 (Cth) (the Privacy Act). The APPs govern the way in which we collect, use, disclose, store, secure and dispose of your Personal Information.

A copy of the Australian Privacy Principles may be obtained from the website of The Office of the Australian Information Commissioner at www.oaic.gov.au

We collect, hold, use and disclose personal information to carry out functions or activities under the Australian Information Commissioner Act 2010 (AIC Act), the Privacy Act 1988 (Privacy Act) and the Freedom of Information Act 1982 (FOI Act) and other legislation that confer powers or functions on the OAIC including the My Health Records Act 2012 (My Health Records Act).

These functions and activities include:

- handling privacy and freedom of information (FOI) complaints and FOI reviews
- taking other regulatory action under the Privacy and FOI Act
- providing advice on privacy, FOI, and information policy issues
- responding to access to information requests
- communicating with the public, stakeholders and the media including through websites and social media

What is Personal Information and why do we collect it?

Personal Information is information or an opinion that identifies an individual. Examples of Personal Information we collect includes: names, addresses, email addresses, phone and facsimile numbers.

This Personal Information is obtained in many ways including **on site interviews, correspondence, by telephone and facsimile, by email, via our website**

www.emergencyservices.com.au and from third parties. We don't guarantee website links or policy of authorised third parties.

We collect your Personal Information for the primary purpose of providing our services to you, providing information to our clients and marketing. We may also use your Personal Information for secondary purposes closely related to the primary purpose, in circumstances where you would reasonably expect such use or disclosure.

Sensitive Information

Sensitive information is defined in the Privacy Act to include information or opinion about such things as an individual's racial or ethnic origin, political opinions, membership of a political association, religious or philosophical beliefs, membership of a trade union or other professional body, criminal record or health information.

Sensitive information will be used by us only:

- For the primary purpose of providing emergency trade services and securing your premises from further loss and risk.
- For a secondary purpose that is directly related to the primary purpose
- With your consent; or where required or authorised by law.

Confidentiality

The Company generally will keep information it obtains in the course of risk assessments and management of incidents confidential. Confidential information will be used only for the purpose of risk assessment and the management of incidents.

Subject to limits of confidentiality (as per below), information about individuals will not be disclosed to any other person unless the individual concerned has given consent to its use. Release of information about an individual will normally require a written consent for disclosure, signed by the individual.

Limits of Confidentiality - Confidential information will be disclosed without the consent of the individual when:

- there exists a clear danger to the individual or to others, and/or
- there exists a legal requirement to do so

Third Parties

Where reasonable and practicable to do so, we will collect your Personal Information only from you. However, in some circumstances we may be provided with information by third parties. In such a case we will take reasonable steps to ensure that you are made aware of the information provided to us by the third party.

Disclosure of Personal Information

Your Personal Information may be disclosed in a number of circumstances including the following:

- Third parties where you consent to the use or disclosure; and
- Where required or authorised by law.

Security of Personal Information

Your Personal Information is stored in a manner that reasonably protects it from misuse and loss and from unauthorized access, modification or disclosure. To help protect the privacy of data and personal information we collect and hold, we maintain physical, technical and administrative safeguards. We update and test our security technology on an ongoing basis.

We train our employees about the importance of confidentiality and maintaining the privacy and security of your information. Access to your Personal Information is restricted to employees who need it to provide benefits or services to you.

ETS will take reasonable steps to protect the personal information we hold from misuse and loss and from unauthorised access, modification or disclosure. The ways we do this include:

- Limiting physical access to our premises
- Limiting access to the information we collect about you (for instance, only those of our personnel who need your information to carry out our business activities are allowed access and committee members only have access to the contact details of members of their own committee and not other committees);
- Requiring any third party providers to have acceptable security measures to keep personal information secure; and
- Putting in place physical, electronic, and procedural safeguards in line with the standards.

When your Personal Information is no longer needed for the purpose for which it was obtained, we will take reasonable steps to destroy or permanently de-identify your Personal Information. However, most of the Personal Information is or will be stored in client files which will be kept by us for a minimum of 7 years.

Access to your Personal Information

You may access the Personal Information we hold about you and to update and/or correct it, subject to certain exceptions. If you wish to access your Personal Information, please contact us in writing.

Emergency Trade Services PTY LTD will not charge any fee for your access request, but may charge an administrative fee for providing a copy of your Personal Information.

In order to protect your Personal Information, we may require identification from you before releasing the requested information.

Maintaining the Quality of your Personal Information

It is important to us that your Personal Information is up to date. We will take reasonable steps to make sure that your Personal Information is accurate, complete and up-to-date. If you find that the information we have is not up to date or is inaccurate, please advise us as soon as practicable so we can update our records and ensure we can continue to provide quality services to you.

Policy Updates

This Policy may change from time to time and is available on our website.

Privacy Policy Complaints and Enquiries

If you are concerned that we have not complied with your legal rights or applicable privacy laws, you may bring a complaint internally through our complaints process or you may decide to make a formal complaint with the officer of the Australian Information Commissioner (www.oaic.gov.au) (who is the regulator responsible for privacy in Australia).

Our internal process is as follows:

Step 1: let us know

If you would like to make a complaint, you should let us know by contacting our Privacy Officer (see below for contact details).

Step 2: investigation of complaint

Your complaint will be investigated by our Privacy Officer.

A response to your complaint will be provided in writing within a reasonable period.

Step 3: contact OAIC

We expect our procedures will deal fairly and promptly with your complaint. However, if you remain dissatisfied, you can also contact the Office of the Australian Information Commissioner as follows:

Office of the Australian Information Commissioner (OAIC)

Complaints must be made in writing.

1300 363 992

Director of Compliance

Office of the Australian

Information Commissioner

GPO Box 5218

Sydney NSW 2001

www.oaic.gov.au

Any complaints or correspondence in relation to this Privacy Policy should be sent to our Privacy Officer at:

Emergency Trade Services Pty Ltd

7/56 Griffith Street, Coolangatta, QLD, 4225

Attention: The Privacy Officer

Email: privacy.officer@emergenytadeservices.com.au

We will endeavour to respond to all complaints and correspondence promptly.