

Privacy - Policy

SA Pipe Relining Pty Ltd recognises the importance of protecting personal information, which it may be required to collect from individuals who become associated with its business. The purpose of this Policy is to ensure that any individual who provides information to SA Pipe Relining Pty Ltd is protected according to the requirements of the Privacy Amendment (Private Sector) Act 2000.

For the purpose of this Policy, “**information**” is described as:

“**Personal information**” means information relating to an individual, including an opinion, which may be provided to SA Pipe Relining Pty Ltd as part of its requirements, either in material form or not, and whether true or not. Such information may personally identify an individual or make the person’s identity reasonably apparent.

“**Sensitive information**” means information or an opinion about an individual’s racial or ethnic origin, political opinions, membership of a political association, religious beliefs, philosophical beliefs, membership of a professional or trade association, membership of a trade union, sexual practices, criminal record or health information.

SA Pipe Relining Pty Ltd takes its obligations under the Privacy Act seriously, and as such, will take all reasonable steps in order to comply with the Act and protect the privacy of personal information that it holds.

Collection and Use of Information

SA Pipe Relining Pty Ltd may require the collection of personal information from individuals to enable it to provide service. The reasons for the collection of personal information include, but are not limited to, Job and Time scheduling, Site Locations, Access, Billing Details, Taxation Purposes, Marketing.

SA Pipe Relining Pty Ltd may collect and hold personal information, such as, but not limited to, names of employees and proprietors of organisations, addresses, telephone numbers, facsimile numbers, e-mail addresses, titles and professional affiliations. These details are collected for the purpose of providing plumbing services to customers and clients, and the selling and marketing of our products and extended range of services. SA Pipe Relining Pty Ltd may also use such information to apply customer/member satisfaction surveys and events such as “loyalty” programs. SA Pipe Relining Pty Ltd will not disclose this information to any other organisation, nor will it send any information overseas for any purpose whatsoever.

In the event that sensitive information is collected by SA Pipe Relining Pty Ltd, it will not be used for any purpose without the express permission of the individual. The collection, use and disclosure of information will be in accordance with SA Pipe Relining Pty Ltd Collection Statement.

Storage, Access and Retention of Personal Information

All personal information collected by SA Pipe Relining Pty Ltd will be retained as part of a database, which will be securely monitored and maintained. The data will not be made available to a third party, unless it is legally required and verified, without the authority of the individual who provided the personal information.



PRIVACY POLICY

SAPIPERELINING

SA Pipe Relining Pty Ltd will make available for inspection all personal information, based on the information supplied by the individual, that it holds in relation to that individual, provided reasonable notice is given. In the event that any part of the personal information that the individual inspects is determined to be incorrect and requires alteration then SA Pipe Relining Pty Ltd will make such alteration in compliance with the corrected advice provided by the individual.

SA Pipe Relining Pty Ltd will take all reasonable steps to protect the security of the personal information that it holds. This includes appropriate measures to protect electronic materials and materials stored and generated in hard copy.

Where information held by SA Pipe Relining Pty Ltd is no longer required to be held, and the retention is not required by law, then SA Pipe Relining Pty Ltd will destroy such personal information by a secure means.

Compliance

If an individual has any concerns regarding the privacy of personal information, then the individual may make a complaint to the Managing Director(s) who will then endeavour to resolve the complaint.

Sources of Information

Where possible, SA Pipe Relining Pty Ltd will collect the information directly from individuals, customers and clients. In some instances, SA Pipe Relining Pty Ltd may collect personal information from press reports or published mediums, in this case, it will endeavour to verify such details with the person concerned.

SA Pipe Relining Pty Ltd acknowledges that there is no obligation for an individual to provide personal information. However, if an individual chooses not to provide SA Pipe Relining Pty Ltd with personal details, it may not be able to provide the individual with a full range of services or reduce the ability of servicing the individual's organisation direct.

Should any employee require further information in relation to privacy, please visit www.oaic.gov.au.

Exemptions from Privacy Laws

The Privacy Amendment (Private Sector) Act 2000 exempts:

- > employee records;
- > related companies;
- > individuals in a non-business capacity;
- > registered political parties
- > acts and practices of media organisations carried out in the course of journalism;
- > small business with a \$3 million turnover (or less), unless it
 - > provides a health service;
 - > sells personal information;
 - > purchases personal information; or
 - > contracts as a service provider to the Commonwealth.



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Collection Statement

PRIVACY POLICY

The Purpose of the Collection

SA Pipe Relining Pty Ltd may require the collection of personal information to satisfy the needs of the organisation. The reasons for the collection of the personal information include, but are not limited to, Job and Time Scheduling, Site Locations, Access, Billing Details, Taxation Purposes, Marketing.

The personal information may be required for the purpose of:

- giving you information to which you are entitled as a member/customer; and
- supplying to you, and administering, the products and services you require.

SA Pipe Relining Pty Ltd may also collect the information for the provision of marketing, unless a specific request in writing is provided detailing what is not required.

SA Pipe Relining Pty Ltd may need to give personal information to other organisations to comply with its legal obligations, such as auditors, legal advisors and the Australian Taxation Office, or any other relevant organisations.

Disclosure to an Organisation

SA Pipe Relining Pty Ltd may disclose personal information, for the purposes set out above, to any of its subsidiaries, branches, franchises or legally related companies, agents, dealers or contractors.

SA Pipe Relining Pty Ltd acknowledges that there is no obligation for an individual to provide it with personal information. However, if an individual chooses not to provide SA Pipe Relining Pty Ltd with personal details, it may not be able to provide the individual with a full range of services or reduce the ability of servicing the individual's organisation direct.

Access Rights and Contact Details

The Privacy Act 1988 (amended by the Privacy Amendment (Private Sector) Act 2000) provides the right to access personal information held by SA Pipe Relining Pty Ltd. If the information is inaccurate, a request can be made to correct it.

Further information can be obtained by contacting SA Pipe Relining Pty Ltd;

SA Pipe Relining Pty Ltd
HR Manager
1300 799 846