

# Avem Quirks Privacy Policy

## PRIVACY PROCEDURE

Avem Quirks is bound by the Privacy Act 1988 and the Australian Privacy Principles. Our Privacy Policy is designed to explain how we collect personal information as defined by the Act and to promote and improve our practices for protecting the privacy of any personal information that we hold, whether provided to us directly by the individual or by a third party.

Personal Information is information from which an individual can be identified.

## SCOPE

This policy applies to you if you visit our website, work with us as a contractor, are a client or you engage with us as a business. The information we collect from you and how we use it will vary depending on our relationship with you.

## TYPES OF INFORMATION WE COLLECT

### Clients

If you are one of our clients or are potential clients, you are likely to have shared personal information with us. This includes your name, email address, occupation, role within your business and other contact details.

### Contractors and Potential Staff

We are likely to have collected more detailed information from you if you are one of our contractors or a potential staff member. This information may include your CV, bank account and superannuation details, residency status and emergency contacts.

### Website Users

We collect data from cookies used on our website. This data does not identify you personally and does not include any personal information.

## COLLECTION

We usually collect personal information directly from you. However, in some cases this information may be provided by a third party.

## USE AND ACCESS

We use Personal Information provided to:

- communicate with you about products and services that we supply to you or new products;
- to facilitate installation, maintenance and any repairs of our products or services;
- to help us manage our accounts and administrative services, including billing and management of our ITC systems;

### Avem Quirks

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- to process your job application;
- to comply with regulatory requirements;
- and for other uses that are reasonably necessary to provide you with our products and services or to engage with you.

## **ANONYMITY**

We will provide you with the option of not identifying who you are or using a pseudonym when it is lawful and practicable to do so. However, generally, it is not possible for us to deal with a client or prospective employee anonymously or using a pseudonym.

## **STORAGE**

We take reasonable steps to protect your personal information in both digital and physical format from unauthorised access, modification or disclosure.

We hold personal information that is stored digitally in our password protected IT system. We also use cloud storage and IT servers that are located in Australia. Where documents are physically stored in our offices, they are held in secure locations.

## **DISPOSAL AND DE-IDENTIFICATION OF INFORMATION**

We will usually destroy personal information that is held seven years after our relationship with the individual ends. We will do this by shredding paper copies and deleting electronic records containing personal information about the individual or permanently de-identifying the individuals within those records.

## **AMENDMENT AND CORRECTION**

You are entitled to request access to any of your personal information that we hold. If necessary, you can also request correction of any of this information. If you would like to make a request for access or correction of your personal information, please contact us at [info@avemquirks.com.au](mailto:info@avemquirks.com.au).

## **COMPLAINTS AND QUERIES**

If you are concerned that your personal information has not been handled in accordance with this policy and/or your individual rights, you are able to lodge a written complaint. We will investigate your complaint and respond to you within a reasonable time.

If you are unhappy with our response, you are able to contact the Office of the Australian Information Commissioner (OAIC) on 1300 363 992 to make a query about your privacy rights, or to lodge a complaint about how we have handled your personal information.

## **CHANGES TO PROCEDURES**

We may occasionally change this procedure from time to time. When we make changes, we will make reasonable efforts to bring this to your attention by placing a notice on the website or by sending you an email.

## **FURTHER INFORMATION**

If you have any questions or would like to find out more about this procedure, please email us at [info@avemquirks.com.au](mailto:info@avemquirks.com.au).

