






EHQSMS Policy

Privacy Policy



APPROVAL

The signatures below certify that this policy has been reviewed and accepted and demonstrates that the signatories are aware of all the requirements contained herein and are committed to ensuring their provision.

	Name	Signature	Position	Date
Prepared by	Wayne van BILJON		Director	8 Jul 2020
Reviewed by	Graham CHALLENGER		Director	8 Jul 2020
Approved by	Wayne van BILJON		Director	26 Jan 2021

AMENDMENT RECORD

This policy is reviewed to ensure its continuing relevance to the systems and process that it describes. A record of contextual additions or omissions is given below:

Page No.	Context	Revision	Date
Complete Doc	Reviewed Complete doc, refer to SharePoint for details	2.0	26 Jan 2021
Various	Minor updates to document destruction, removal of security systems physical, inclusion of reference to DISP membership re cyber security	3.0	6 April 2023

COMPANY PROPRIETARY INFORMATION

The electronic version of this policy is the latest revision. It is the responsibility of the individual to ensure that any paper material is the current revision. The printed version of this policy is uncontrolled, except when provided with a document reference number and revision in the field below:

Document Ref.	T.EHQ.P004 Privacy Policy		Rev	3.0
Uncontrolled Copy	<input checked="" type="checkbox"/>	Controlled Copy	<input type="checkbox"/>	Date 6/04/2023

Author	W. VAN BILJON	Doc Id:	T.EHQ.P004 Privacy Policy		
Approved by:	W. VAN BILJON	Date of This Issue:	6/04/2023	Date of Next Review:	06/04/2025

Table of Contents

TABLE OF CONTENTS	2
1 INTRODUCTION	3
2 ABOUT OUR PRIVACY POLICY	3
3 WHAT INFORMATION WE COLLECT AND HOW WE COLLECT IT	3
4 WHO WE DISCLOSE PERSONAL INFORMATION TO	3
5 SECURITY OF YOUR PERSONAL INFORMATION	4
6 YOUR SENSITIVE INFORMATION	4
7 KEEPING INFORMATION UP TO DATE AND ACCESSING IT	5
8 IS FULL INFORMATION REQUIRED?	5
9 ELECTRONIC COMMUNICATIONS AND SPAM	5
10 OUR WEBSITE	5
10.1 ANONYMOUS DATA	6
10.2 COOKIES	6
10.3 FORMS	6
11 YOUR CONSENT	6
12 HOW TO MAKE A COMPLAINT	6
13 HOW TO CONTACT US	7

Author	W. VAN BILJON	Doc Id:	T.EHQ.P004 Privacy Policy			
Approved by:	W. VAN BILJON	Date of This Issue:	6/04/2023	Date of Next Review:	06/04/2025	Page 2 of 7

1 Introduction

Talis Group Pty Ltd (High Risk Management Solutions) values the privacy of personal information; we are committed to protecting your privacy in accordance with the Australian Privacy Principles.

2 About Our Privacy Policy

This Privacy Policy outlines how we manage personal information. It applies to any personal information you provide to HRMS and any personal information we collect, use, disclose, or handle about individuals from other sources in accordance with the *Privacy Act 1988* (Cth) and *Corporations Act 2001* (Cth).

It also deals with how you can complain about a breach of the privacy laws and how you can access the personal information we hold and how to have that information corrected.

It does not apply to our employee records, which are not subject to the specified Acts.

3 What Information We Collect And How We Collect it

We collect personal information to offer, provide, manage and administer the services and products we can provide. These services include industrial safety, event first aid & safety, emergency and risk management consulting, and delivery of training.

The information collected can include a broad range of personal information ranging from your name, address and contact details.

We also collect personal information to be able to develop and identify products and services that may interest you, conduct market or customer satisfaction research, develop, establish, and administer arrangements with other organisations in relation to the promotion, administration and use of our products and services.

We generally collect personal information directly from the relevant individual but in some cases we may collect it indirectly from a third party. Where we collect information from a third party, you have a right to refuse us authorisation to do this.

4 Who We Disclose Personal Information To

We do not sell, trade or rent your personal information to others.

We have a duty to maintain the confidentiality of our clients' affairs, including personal information. Our duty of confidentiality applies except where disclosure of personal information is with our client's consent or when disclosure of personal information is to government or regulatory bodies as required by law.

We may also disclose personal information to third parties who we believe are necessary to assist in providing, managing and administering the services we provide and products we are involved in, however we will take reasonable measures to ensure that they protect your information as required under the Privacy Act. For example:

- contractors who supply services to us e.g. IT services;

Author	W. VAN BILJON	Doc Id:	T.EHQ.P004 Privacy Policy			
Approved by:	W. VAN BILJON	Date of This Issue:	6/04/2023	Date of Next Review:	06/04/2025	Page 3 of 7

- as required by law, where you consent to the disclosure or under some unusual other circumstances which the Privacy Act permits;
- potential purchasers involved in any proposed sale of our business for the purpose of due diligence, corporate re-organisation and transfer of all or part of the assets of our business; and
- strategic partners who may wish to tell you about their services, products or promotional opportunities which may be of advantage to you, unless you tell us not to.

From time to time, we will use your contact details to send you direct marketing communications including offers, updates and newsletters that are relevant to the services we provide. Should you wish not to receive any direct marketing material from us or our strategic partners as referred above, we always give you the option of electing not to receive these communications in the future. You can unsubscribe by notifying us and we will no longer send this information to you.

We maintain a register for those individuals not wanting direct marketing material to ensure your request is fulfilled, which we will endeavour to do within 5 working days of receiving your request.

5 Security Of Your Personal Information

We strive to maintain the reliability, accuracy, completeness and currency of the personal information we hold and take reasonable steps to protect its privacy and security. We keep personal information only for as long as is reasonably necessary for the purpose for which it was collected or to comply with any applicable legal or ethical reporting or document retention requirements.

Your personal information may be collected in electronic form or hard copy documents, however once completed all records are stored as electronic data in our software or systems, and any paper is destroyed in our onsite shredder or a DCAC approved document destruction service provider.

We ensure that your information is safe by protecting it from unauthorised access, interference, modification and disclosure. We maintain physical security over our paper and electronic data. We also maintain computer and network security in line with the stringent Defence Industry Security Program (DISP) requirements.

It is a legislative requirement that we keep all personal information and records for a period of 7 years. Should you cease to be a client of ours, we will maintain your personal information on or off site (within Australia) in a secure manner for 7 years. After this, the information will be destroyed.

6 Your Sensitive Information

Without your consent we will not collect information about you that reveals your racial or ethnic origin, political opinions, religious or philosophical beliefs or affiliations, membership of professional or trade association, membership of a trade union, details of health, disability, sexual orientation, or a criminal record. This is subject to some exceptions including where the collection is required by law or when the information is necessary for the establishment, exercise of defence of a legal claim.

Author	W. VAN BILJON	Doc Id:	T.EHQ.P004 Privacy Policy			
Approved by:	W. VAN BILJON	Date of This Issue:	6/04/2023	Date of Next Review:	06/04/2025	Page 4 of 7

7 Keeping Information Up To Date And Accessing It

We take reasonable steps to ensure that your personal information is accurate, complete and up-to-date whenever we collect, disclose or use it.

Upon receipt of your written request and enough information to allow us to identify the information, we will disclose to you the personal information we hold about you. We will also correct, amend or delete any personal information that we agree is inaccurate, irrelevant, out of date or incomplete.

If you wish to access or correct your personal information, please write to our Privacy Officer on the contact details included at the end of this policy.

We do not charge for receiving a request for access to personal information or for complying with a correction request. Where the information requested is not a straightforward issue and will involve a considerable amount of time, then a charge will need to be confirmed for responding to the request for the information.

Some exceptions exist where we will not provide you with access to your personal information and if this should happen, we will provide you with a written explanation for that refusal.

8 Is Full Information Required?

We can only fully advise you if we have all relevant information. Where lawful and practicable to do so you can deal with us anonymously or under a pseudonym e.g. a general inquiry about the services we can offer you.

9 Electronic Communications And SPAM

We also comply with the provisions of the Spam Act when sending commercial electronic messages. The following are three key steps we adhere to:

- Consent – only commercial electronic messages are sent with the addressee's consent which may be either express or inferred consent.
- Identify – electronic messages will include clear and accurate information about the entity that is responsible for sending the information.
- Unsubscribe – a functional unsubscribe facility is included in all our commercial electronic messages and deal with unsubscribe requests promptly.

10 Our Website

You may register with us to receive newsletters and other information. By doing so, your name and email address will be collected and stored on our database. We take care to ensure that the personal information you give us on our website is protected. For example, our website has electronic security systems in place, including the use of firewalls and data encryption.

Author	W. VAN BILJON	Doc Id:	T.EHQ.P004 Privacy Policy			
Approved by:	W. VAN BILJON	Date of This Issue:	6/04/2023	Date of Next Review:	06/04/2025	Page 5 of 7

10.1 Anonymous Data

We use technology to collect anonymous information about the use of our website, for example when you browse our website our service provider logs your server address, the date and time of your visit, the pages and links accessed, and the type of browser used. It does not identify you personally and we only use this information for statistical purposes and to improve the content and functionality of our website, to better understand our clients and markets and to improve our services.

10.2 Cookies

In order to collect this anonymous data, we may use "cookies". Cookies are small pieces of information which are sent to your browser and stored on your computer's hard drive. Sometimes they identify users where the website requires information to be retained from one page to the next. This is purely to increase the functionality of the site. Cookies by themselves cannot be used to discover the identity of the user. Cookies do not damage your computer and you can set your browser to notify you when you receive a cookie so that you can decide if you want to accept it. Once you leave the site, the cookie is destroyed and no personal or other information about you is stored. If you do not wish to receive cookies, you can instruct your web browser to refuse them.

10.3 Forms

Our Website allows visitors to submit information via Self-Service Contact Us Forms. Information collected via on-line forms is sent to our offices via email (not encrypted) and is also stored on a database which is accessible by our IT service provider and Avoca staff only (password protected).

11 Your Consent

By asking us to assist you with industrial safety, event first aid & safety, emergency and risk management consulting, and delivery of training, you consent to the collection and use of the information you have provided to us for the purposes described above.

12 How To Make A Complaint

If you wish to complain to us about how we have handled your personal information you should complain in writing. If you need help lodging a complaint, you can contact us.

If we receive a complaint from you about how we have handled your personal information we will determine what (if any) action we should take to resolve the complaint.

We will tell you promptly that we have received your complaint and respond to the complaint within 45 days. Any unresolved complaints should be referred to the Office of the Australian Information Commissioner www.oaic.gov.au

Author	W. VAN BILJON	Doc Id:	T.EHQ.P004 Privacy Policy			
Approved by:	W. VAN BILJON	Date of This Issue:	6/04/2023	Date of Next Review:	06/04/2025	Page 6 of 7

13 How To Contact Us

You can contact us by:

Email	info@hrmsgroup.com.au
Telephone	1300 89 02 03
Post	Unit 5, 15 Kalinga Way Landsdale WA 6065

Author	W. VAN BILJON	Doc Id:	T.EHQ.P004 Privacy Policy			
Approved by:	W. VAN BILJON	Date of This Issue:	6/04/2023	Date of Next Review:	06/04/2025	Page 7 of 7