

## **TOTAL HRM PRIVACY POLICY**

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

This policy explains how we collect, use, disclose and otherwise handle personal information relating to individuals or businesses. The policy also explains how you request access and to correct the personal information we hold about you. It also outlines how you can complain about any suspected privacy breach. Nothing in this privacy policy limits any of our other obligations under law.

### **WHAT IS PERSONAL INFORMATION AND WHY DO WE COLLECT IT?**

Personal Information is information or an opinion that identifies an individual. Personal information we hold may include your name, current and previous addresses, telephone numbers, e-mail addresses, details of your business and other information we require to perform our services for you.

Personal information entered into the Total HRM systems will not be used or disclosed by us, except as authorised by you to perform our services for you. Access to this information by third parties can only be granted by you unless we are legally compelled to provide the information.

If you choose not to provide personal information, we may not be able to provide the services you require at an acceptable standard.

We may collect personal information:

- from the information supplied by you or your organisation
- in verbal and written communication with you and other employees of your organisation
- from third parties including customers, contractors, consultants, related companies or your representatives
- via our website [www.totalhrm.com.au](http://www.totalhrm.com.au)
- from publicly available sources of information
- when we are required to do so by law
- from our own records

Where Total HRM collects your personal information, we will take reasonable steps to notify you of:

- the purpose for which we are collecting the information
- the third parties to whom we may disclose the information of that kind

Total HRM will only collect sensitive information where it is reasonably necessary for our core functions or activities.

Total HRM will enable you to access our website, make general enquiries or complete surveys without having to identify yourself.

Unsolicited personal information is personal information we receive that we have taken no active steps to collect. If the information we receive is not required for the business to perform one or more of our services or activities, the business will destroy or de-identify the information as soon as practicable

### **WEBSITE COOKIES WHEN USING THE INTERNET**

Most internet browsers are set to accept cookies. You can adjust your internet browser settings so that your browser rejects cookies, or to notify you when they are being used. Rejecting cookies may limit the functionality of our website.

### **USE OF PERSONAL INFORMATION**

Your personal information may be used by us or our associates to:

- provide products and services to you
- collect payments and to administer your account
- promote our other products and services to you
- provide you with updated or new information about our products and services
- for development of existing and new products and services
- maintain and update our infrastructure and systems

In providing our products and services, or collecting and using your personal information, your personal information may be disclosed to third party organisations including:

- information technology service providers
- conference or event organisers
- marketing, printing and communications agencies
- mail, freight and courier services
- our legal, accounting or other professional advisors
- regulatory, government and other authorities as required by law
- where agreed to our partners and sponsors to enable them to provide information about their products and services

## **ACCURACY OF PERSONAL INFORMATION**

The Business takes reasonable steps to make sure that the personal information we collect, use or disclose is accurate, complete and up-to-date. However, the accuracy of that information depends to a large extent on the information you provide.

We recommend that you:

- let us know if there are any errors in your personal information
- keep us up-to-date with changes to your information

## **SECURITY OF PERSONAL INFORMATION**

We take reasonable steps to protect your personal information we hold from misuse and loss and from unauthorised access, modification or disclosure.

You can also help to protect the privacy of your personal information by keeping passwords secret and by ensuring that you log out of our website when you have completed your transactions. If you become aware of any security breach, please contact the business as soon as possible.

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.

Total HRM is not responsible for the privacy or security of third party websites that you access via links on the Total HRM website.

## **ACCESS TO PERSONAL INFORMATION**

You may access the Personal Information we hold about you, update and/or correct it, with some exceptions as allowed by law. Total HRM 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 to you.

If we refuse your request, or if we refuse to give you access in the manner you requested, the business policy is to provide you with written confirmation of the reasons for our refusal and the available complaint process.

Members can access and update their contact details by logging in to the member-only area of the website. For any personal information that can't be accessed and corrected through website please contact our head office.

## **OPTING OUT OF COMMUNICATIONS**

By providing us with your contact details, your consent to receive communications and direct marketing will remain current until you advise us otherwise. However, you can opt out at any time by contacting us (details below) or by using the unsubscribe facility that we include in our electronic messages such as emails

## **COMPLAINTS**

If you have a complaint about how we have collected, stored or used your personal information, please contact Total HRM. We will endeavour to deal with your complaint and take any steps necessary to resolve the matter within 10 business days of receiving the complaint. If your complaint is unable to be resolved within 10 business days, we will advise you in writing, including letting you know when we expect to provide our response.

If you are unhappy with our response, you can refer your complaint to the Office of the Australian Information Commissioner.

Please contact Total HRM (details below) if you have any queries about the personal information that the Business holds about you or the way we use or disclose that personal information.

## **CONTACT US**

By Mail: 409 Tribune St, Albury NSW 2640

By Email: [info@totalhrm.com.au](mailto:info@totalhrm.com.au)

By Phone: 1800 868 254