



### **Privacy Policy**

Queensland Security Associates (“QSA”) has adopted and will apply the National Privacy Principles contained in the Privacy Amendment (Private Sector) Act 2000 and the Privacy Act 1988, to govern the ways in which it collects, uses and disposes of personal information that comes into its possession.

### **USE AND DISCLOSURE**

QSA will only use or disclose personal information for the purpose(s) originally explained when the information was collected and for any related purpose that would reasonably be expected by both the individual concerned and QSA.

For example, QSA would also use the name and address of a customer who requested the installation of a monitored alarm for invoicing purposes and to advise the person concerned of new or changed products and services available from QSA.

If QSA uses personal information it holds for direct marketing of its products or services, it will always provide the individual the opportunity, at the point of first contact and at any time afterwards at the individuals request to decline receipt of any further marketing information. Otherwise, QSA will neither use nor disclose personal information without the person's consent, unless required, authorised, justified or excused at law.

### **COLLECTION**

QSA will only collect personal information that is needed for it to operate its business activities effectively. QSA will always endeavour to obtain personal information directly from the individual concerned. When this is impracticable or not reasonable, it will collect personal information fairly and by lawful means and without being unreasonably intrusive.

In collecting personal information the company will take reasonable steps to ensure the individual knows that it is QSA that is collecting the information; why the information is being collected; who will receive the information in normal circumstances; any legal requirements governing the information; how the individual can access their personal information held by QSA; and what the consequences would be if the individual did not provide the information sought.

### **DATA QUALITY**

QSA will take reasonable steps to ensure that the personal information it uses is accurate, complete and up-to-date.

## **DATA SECURITY**

QSA will take reasonable steps to protect all personal information in its possession, to ensure integrity of the information and that it is only accessed by those people whom QSA authorises to do so.

## **OPENESS**

QSA will place this policy on its website and will have copies available in its office to be provided to people on request.

## **ACCESS AND CORRECTION**

A person on whom QSA holds personal information may:

a) Contact us by email at [info@queenslandsecurity.com.au](mailto:info@queenslandsecurity.com.au)

b) Apply in writing to:

Queensland Security Associates

P O Box 246

GOODNA QLD 4300

QSA will take reasonable steps to confirm the identity of the person making the request and will respond within 28 days of receiving the request. However, where the request is more complex or time consuming to comply with, QSA will provide access to the information requested within 60 days. QSA reserves the right to deny access to personal information if providing access:

- could pose a possible threat to life or health;
- could cause an unreasonable impact on the privacy of others;
- would be in response to a frivolous or vexatious request;
- relates to existing or anticipated legal proceedings which could be prejudiced as a result;
- relates to existing or anticipated commercial negotiations involving QSA, and QSA's legitimate commercial interests;
- could be prejudicial to any interests;
- is in any way unlawful;
- could in any way prejudice law enforcement or security;
- could prejudice the prevention, detection or investigation of seriously improper conduct, either within or external to QSA.

Should giving access to personal information involve revealing evaluative information generated within QSA in connection with a commercially sensitive decision making process, QSA reserves the right to give the individual an explanation for the decision made rather than direct access to the relevant information.

Where there is disagreement about direct access or where direct access to personal information is impractical or inappropriate, QSA will discuss the possible use of a mutually acceptable intermediary.

If an individual advises QSA that personal information held on them is inaccurate, incomplete or not up to date, QSA will take reasonable steps to update the information accordingly. Should there be a disagreement between QSA and the individual about whether the personal information is complete or up-to-date and the individual requests, QSA will take reasonable steps to associate a statement from the individual that the information is not correct with the relevant record(s) held by QSA.

QSA reserves the right to levy a reasonable charge to meet the costs of providing access to personal information, although there will be no charge for the act of making the request for access.

QSA will always provide reason(s) should it deny access to or correction of personal information it holds.

## **IDENTIFIERS**

QSA will not use an identifier assigned to an individual by a Government Agency as its own identifier; nor will it provide such an identifier to a third party without the individuals consent, unless disclosure is necessary for QSA to fulfil its obligations to the Agency unless it is required, authorised, justified or excused at law.

## **ANONYMITY**

Where lawful and practical, QSA will give individuals the option of not identifying themselves when dealing with the company.

## **SENSITIVE INFORMATION**

QSA will not, without the consent of the individual, collect information concerning that individual's racial or ethnic origins; political opinions; membership of a political , professional or trade association or trade union; philosophical or religious beliefs or affiliations; sexual preferences or practices or health information unless it is required, authorised, justified or excused at law.

## **TRANSBORDER DATA FLOWS**

QSA will not transfer personal information outside Australia without the consent of the individual unless it is required, authorised, justified or excused at law.

## **COMPLAINTS**

Where lawful and practical, QSA will give individuals the option of not identifying themselves when dealing with the company people wishing to complain about any aspect of QSA's management of their personal information may either:

- a) Contact us by email at [info@queenslandsecurity.com.au](mailto:info@queenslandsecurity.com.au)
- b) Apply in writing to:  
Queensland Security Associates  
P O Box 246  
GOODNA QLD 4300

In both instances setting out full details of their complaint will be required. To help QSA complete a quick and effective investigation, this should include as much detail as the complainant has available that will help the Privacy Officer to identify to which part of QSA their complaint relates.

The Privacy Officer will maintain a record of all complaints received,

These records will be held in a secure manner by the Privacy Officer, and will only be accessible to Senior Officers of QSA. Otherwise, they will only be made available if required, authorised, justified or excused at law.

The Privacy Officer will also be responsible for investigating privacy complaints, or for referring complaints to a delegated Privacy Officer of QSA. The latter will be responsible for advising the Privacy Officer of QSA of the progress of their investigations and for providing a final report to the complainant with a copy to the Privacy Officer of QSA.

All complaints will be acknowledged within 14 working days and a full response given within 28 days. Where it is not possible to complete the investigation of a complaint within 28 days, the complainant will be contacted once twenty eight days have elapsed with an estimate of when the investigation will be completed.