

Filtec International Privacy Policy

Effective 15th August 2019

Context

Filtec International is committed to providing quality services to you.

This policy outlines our ongoing obligations to you in respect of how we manage your Personal Information.

We have adopted the Australian Privacy Principles (APPs) contained in the *Privacy Act 1988* (Commonwealth) (the *Privacy Act*). The APPs govern the way in which we collect, use, disclose, store, secure and dispose of your Personal Information.

A copy of the APPs may be obtained from the website of The Office of the Australian Information Commissioner at www.aoic.gov.au

Personal Information

Personal Information is information or an opinion that identifies an individual. Examples of Personal Information we collect include names, addresses, email addresses, phone and facsimile numbers.

This Personal Information is obtained in many ways including from:

- interviews
- correspondence
- email
- telephone and facsimile
- our website www.filtecinternational.com.au
- your website
- social media, other media and publications
- other publicly available sources
- cookies, and
- third parties.

We do not, however, guarantee website links or privacy policies of authorised third parties.

	<p>We collect your Personal Information for the primary purpose of:</p> <ul style="list-style-type: none"> • providing our services to you • providing information to our clients, and • business development and marketing. <p>We may also use your Personal Information for secondary purposes closely related to the primary purpose, in circumstances where you would reasonably expect such use or disclosure. You may unsubscribe from our mailing/marketing lists at any time by contacting us in writing.</p> <p>When we collect Personal Information we will, where appropriate and where possible, explain to you why we are collecting the information and how we plan to use it.</p>
<p>Sensitive Information</p>	<p>Sensitive information is defined in the <i>Privacy Act</i> to include information or opinion about such things as an individual's racial or ethnic origin, political opinions, membership of a political association, religious or philosophical beliefs, membership of a trade union or other professional body, criminal record or health information.</p> <p>Sensitive information will be used by us only:</p> <ul style="list-style-type: none"> • for the primary purpose for which it was obtained, or • for a secondary purpose that is directly related to the primary purpose, and • with your consent, or • where required or authorised by law.
<p>Third Parties</p>	<p>Where reasonable and practicable to do so, we will collect your Personal Information only from you. However, in some circumstances we may be provided with information by third parties. In such cases, we will take reasonable steps to ensure that you are made aware of the information provided to us by the third party.</p>
<p>Disclosure of Personal Information</p>	<p>Your Personal Information may be disclosed in a number of circumstances including the following:</p> <ul style="list-style-type: none"> • third parties where you consent to the use or disclosure, and

	<ul style="list-style-type: none"> • where required or authorised by law.
<p>Security of Personal Information</p>	<p>Your Personal Information is stored in a manner that reasonably protects it from misuse and loss and from unauthorised access, modification or disclosure.</p> <p>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.</p> <p>Most Personal Information is or will be stored in client files which will be kept by us for a minimum of 7 years.</p>
<p>Access to your Personal Information</p>	<p>You may access the Personal Information we hold about you and to update and/or correct it, subject to certain exceptions. If you wish to access your Personal Information, please contact us in writing.</p> <p>We will not charge any fee for your access request but may charge an administrative fee for providing a copy of your Personal Information.</p> <p>In order to protect your Personal Information, we may require identification from you before releasing the requested information.</p>
<p>Maintaining the quality of your Personal Information</p>	<p>It is important to us that your Personal Information is accurate and current.</p> <p>We will take reasonable steps to make sure that your Personal Information is accurate, complete and up-to-date.</p> <p>If you find that the information we have is not up-to-date or is inaccurate, please advise us as soon as practicable so we can update our records and ensure we can continue to provide quality services to you.</p>
<p>Policy Updates</p>	<p>This Policy may change from time to time.</p> <p>The Policy is available on our website www.filtecinternational.com.au</p> <p>Staff can also access the policy on our intranet.</p>

**Privacy Policy enquiries
and complaints**

If you have any enquiries or complaints about our Privacy Policy, please contact our Privacy Officer at:

Filtec International Pty Ltd

13/40 Ricketts Road, Mount Waverley,
Victoria, 3149

(03) 9543 5096

Policy approval

This policy is effective from 15th August 2019

The policy was approved by Colin Nash,
General Manager Filtec International.