

## PRIVACY POLICY

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### **INTELLECTUAL PROPERTY AND COPYRIGHT**

CipherTel Pty Ltd is committed to client service and this policy outlines our ongoing obligations to you in respect to how we manage your Personal Information.

We have adopted the 10 National Privacy Principles (NPPs) contained in the Privacy Act 1988 (Cth) (the Privacy Act). The NPPs came into effect on 21 December 2001. The NPPs govern the way in which we collect, use, disclose, store, secure and dispose of your Personal Information.

A copy of the National Privacy Principles may be obtained from the website of The Office of the Federal Privacy Commissioner at [www.privacy.gov.au](http://www.privacy.gov.au)

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

Personal Information is information or an opinion that identifies an individual. Examples of Personal Information we collect include: names, addresses, email addresses, credit card or bank details, phone and facsimile numbers. This Personal Information is obtained in many ways including application forms, correspondence, by telephone and/or facsimile, by email, via our website and from third parties.

We collect your Personal Information for the primary purpose of providing our services to you. 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.

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.

### **DISCLOSURE OF PERSONAL INFORMATION**

We will not unreasonably and unnecessarily use or disclose your personal information to a third party unless it relates to the primary purpose of providing our services. We may disclose it to law enforcement authorities as required by law.

### **SENSITIVE INFORMATION**

Sensitive information is defined in the Privacy Act 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.

Generally, CipherTel does not need sensitive information about you. Nevertheless, we will not collect, hold or disclose sensitive information unless you consent or the collection, holding or disclosure is required by law.

## **SECURITY OF INFORMATION**

Your Personal Information is stored in a manner that reasonably protects it from misuse, loss and from unauthorised access, modification or disclosure.

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. Personal Information will be kept for a minimum of 7 years.

## **IDENTIFYING INDIVIDUALS**

CipherTel will not identify you by a government-issued identifier (for example, a Tax File Number or ABN), or disclose such identifiers unless you consent or we are required to do so by law.

## **ACCESS TO YOUR PERSONAL INFORMATION**

NPP 6 provides you with the right to 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 make your request to us in writing. We 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 will require identification from you before releasing such information.

## **DATA QUALITY**

CipherTel will take reasonable steps to ensure that personal information we hold and use is accurate, complete and up-to-date.

It is important that you advise us at the earliest opportunity of any changes to your Personal Information so that our records can be updated.

## **TRANSFER OF PERSONAL INFORMATION OFF-SHORE**

CipherTel will not transfer your personal information off-shore without your consent unless the transfer is necessary for us to meet our contractual obligations to you and we reasonably believe, and take reasonable steps to ensure, the personal information transferred is protected by law in the foreign country to a standard similar to the National Privacy Principles

## **POLICY UPDATES**

This Policy may change from time to time. The CipherTel Privacy Policy is available at our office or on our website to anyone who requests it.

## **ENQUIRIES AND COMPLAINTS**

We are committed to protecting the privacy of your personal information. If you have any questions or concerns regarding privacy of your personal information please contact CipherTel at [support@ciphertel.com](mailto:support@ciphertel.com).

Date: 31 March 2014. Privacy Policy V1.0