Privacy and Confidentiality Policy

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# Obligations

Facility Pro 4U is bound by the provisions of the Privacy Act 1988, including the Australian Privacy Principles.

# Focus

The policy objective is set forth as follows:

* the right to privacy, dignity, and confidentiality is recognised and respected
* data privacy and protection in adherence to the principles stipulated in the Australian Privacy Principles (APPs) and the Information Privacy Principles
* methods for managing personal information are open and transparent
* information obtained for relevant purposes only
* regulation of access and correction of personal information

The policy applies to all persons within and involved in Facility Pro 4U.

# General Principles

* All information relating to Customers, and Staff will be treated confidentially
* Generally, personal information will not be released to another person without consent.
* Customers have the right to access their own records in the presence of the Manager or Assistant Manager.
* Customers are to be addressed by their preferred name.

# Personal Information

Facility Pro 4U collects and holds the personal information of Customers, employees, volunteers, and contractors. The personal information we hold includes the following:

## Customers/ Representatives

* Name
* Date of Birth
* Current address
* Next of Kin details
* Relevant Medical information with consent of the Customer
* Financial and Billing information

## Employees

* Name
* Date of Birth / Country of Birth
* Address and contact details
* Details of Next of Kin
* Occupation
* Employment history
* Employment Application Form
* Citizenship, Passport, and Visa permit
* Medical history or fitness for work information
* Employment References
* Tax File Number
* Bank Account Details
* HR/Personnel Records including Superannuation Fund
* Workers compensation or injury information
* Qualifications, Training, and Competency records.

## Contractors

* Name
* Address and contact details
* Qualifications, licenses, etc.
* Contractor Agreement
* Insurances including Workers Compensation, Professional and Public Liability

# Collection and Use of Personal Information

Consistent with the company’s obligations under Australian law, such as but not limited to tax office obligations, and industrial instruments, the company will only collect personal information considered necessary for the fulfillment of said requirements as well as the provision of services defined in the company’s objective.

In general, such personal information will be obtained directly from the individual, provided that consent from said individual is stated.

Methods of gathering such information may include answering questions through forms or telephone calls, written information sent through faxes and e-mails as well as face to face meetings, and assessments.

In cases wherein the personal information is collected from sources other than those mentioned above, the company will inform the said individual of such circumstance.

Unsolicited information considered unnecessary and irrelevant to operations of the company, we

The company will de-identify or dispatch of unsolicited details including personal information that is not relevant to the functions of the organisation.

When you use our website, we do not attempt to identify you as an individual user, and we will not collect personal information about you unless you specifically provide this to us (e.g. through an online form).

Information recorded and logged by our website’s Internet Service Provider upon usage will include your company address, your top-level name (e.g., .com, .gov, .org, .au, etc.), date and time of entry, type of web browser, information accessed such as pages and documents.

Our website management agent may use statistical data collected by our ISP to evaluate the effectiveness of our website. We are required to allow law enforcement agencies and relevant government agencies with the proper authority to inspect our ISP logs, if an investigation warrants such an inspection.

Our website uses temporary ‘cookies’ to identify and interact more effectively with your computer. A ‘cookie’ is a small text file placed on your computer by the web server when you access our website. Our use of temporary cookies means that when you close your browser, no personal information is retained that may identify you in the future.

# Disclosure of Personal Information

Personal information will generally only be disclosed by authorised persons. Personal information may be disclosed if we:

* Are required by Australian law or obligated through a court/tribunal order
* reasonably believe that the disclosure of such information is necessary to lessen or prevent an imminent threat to an individual’s life, health or safety, or a significant threat to public health or safety
* have reason to believe that any unlawful activity has been, is being, or may be engaged in.

If it is necessary to transfer personal information interstate or overseas, as per the provisions of APP, the proper steps will be followed to make sure that the APP will not be violated in relation to said information.

Personal information relating to persons will not be used for other purposes such as fundraising or direct marketing activities without seeking written consent.

No unauthorised statements will be made regarding Facility Pro 4U, its Customers, or staff to any media representatives.

# Security of Personal Information

We will follow appropriate steps to protect our personal information against misuse and loss and against unauthorised access, alteration or disclosure.

We keep all personal information secure and confidential and take all reasonable steps to ensure that personal information is secure.

All our electronic systems that hold personal information have up to date security protection systems and are reviewed regularly and tested to ensure they are efficient and able to meet any potential interference that might occur.

We will train all employees with access to personal information of Customers and other staff regarding their obligations relevant to the confidentiality of said information.

We shall ensure that electronic and paper records are disposed of safely. In the event of loss of personal information, we shall:

* seek to identify and secure the incident in order to prevent further infraction
* to assess the seriousness and nature of the damage
* to initiate an internal investigation
* to report the breach to the police where criminal activity is suspected
* notify the Privacy Commissioner during cases concerning a significant breach of security
* inform the individual(s) concerned where appropriate and possible.

# ACCESS TO PERSONAL INFORMATION

We will take the appropriate steps to make sure that we have access to personal information within a particular period, based on the provisions stated in the APPs.

We provide written reasons for denying or denying access to personal information. This correspondence shall contain information about the mechanisms for filing a complaint.

# Facility Pro 4U Information

Employees are not to disclose any information about Facility Pro 4U’s business arrangements. Permission is required to share any technical and confidential information. This permission is to be given by the CEO or General Managers.

Approvals are stored at Head Office.