



PRIVACY POLICY

THE PRIVACY ACT

On 21 December 2001, the Australian Federal Government's Privacy Act 1998 came into effect. The Act sets out to protect personal information collected by organizations in Australia.

The purpose of the Act is to set standards for the collection, use, disclosure, security, access and quality of personal information relating to a living, natural person.

TEAM AUSTRALIAN COMPANY POLICY

Team Australian Customer Service is committed to providing the highest levels of customer and client service and this includes protecting customer and client's privacy.

The company will fully comply with the National Privacy Principles contained in the Privacy Act (refer attached Schedule 3).

A general guideline of company procedures is attached.

PRIVACY ISSUES

All privacy issues are to be directed to Christopher Payne CEO. Staff should make no comments.

ACCESS TO PERSONAL INFORMATION

All requests for access to information held by the company should be directed to Christopher Payne. Staff should provide no details.

The introduction of the Privacy Act has increased the level of care required when collecting, holding and using or disclosing personal information. It is important when carrying out our work that we take into account the following privacy related matters:

Collection

- Personal information should only be collected where it is necessary to perform the company's functions or activities. The information should not be collected without customers consent.
- When requested, customers should be advised of the purpose that the personal information is collected
- Where a customer does not wish to provide some or all of the personal information required, they should be made aware of the consequences
- Customers should be advised that it is the company's policy to provide details in writing of personal information held. The company's contact details should be made available when requested.
- Personal information about an individual should only be collected from that individual

Use and Disclosure

- In general, personal information should only be used or disclosed for the primary purpose it was collected for
- Unless, any other purpose is related to the primary purpose and the customer would reasonably expect the company to use or disclose the information in this way
- Or, the customer has consented
- Personal information can be used for Direct Marketing if:
 - The customer has not requested not to be contacted
 - The customer is given the opportunity to not receive any further communications
 - Company contact details are provided to customers in the communication
 - The company has a cost free procedure to remove customer names from future communications
 - It is not practical to seek the customers consent prior to the use or disclosure

Data Quality

- Personal information must be accurate, complete and up-to-date

Data Security

- Personal information must be protected from misuse, loss, unauthorized access, modification or disclosure
- Personal information should be destroyed if it can no longer be used or disclosed for the purpose it was collected.

Openness

- On request, the company will provide details of its privacy policy and generally explain what sort of personal information is held, the purpose, and how it collects, holds, uses and discloses that information

Access and Correction

- The company will provide in writing to customers the details of personal information held

Identifiers

- The company will not adopt third party identifiers for customers

Anonymity

- Wherever it is lawful and practical, customers have the option of not identifying themselves when entering transactions with the company

Transborder Data Flow

- As an Australian company based in Sydney Australia, Team Australian Customer Service (the company) will not transfer personal information to a foreign country.

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Sensitive Information (generally health related)

- Should it be necessary, the company will not collect sensitive information about an individual unless the collection is authorized under the provisions of the privacy Act

Ends.