

# TAServices Group Australia

## Privacy Policy

This Policy was last reviewed and updated on: 21 September 2023

### Privacy Policy

TAServices Group Australia values and respects the privacy of the people we deal with. TAServices Group Australia is committed to protecting your privacy and complying with the Privacy Act 1988 (Cth) and other applicable privacy laws and regulations.

This Privacy Policy describes how we collect, hold, use and disclose your personal information, and how we maintain the quality and security of your personal information.

### What is personal information?

“Personal information” means any information or opinion, whether true or not, and whether recorded in a material form or not, about an identified individual or an individual who is reasonably identifiable. In general terms, this includes information or an opinion that personally identifies you either directly (e.g. your name) or indirectly.

### What personal information do we collect?

The personal information we collect about you depends on the nature of your dealings with us or what you choose to share with us.

The personal information we collect about you may include:

- a) Name;
- b) Mailing or street address;
- c) Date of birth;
- d) Email address;
- e) Phone number.

If we collect your sensitive information, we will do so only with your consent, if it is necessary to prevent a serious and imminent threat to life or health, or as otherwise required or authorised by law, and we take

appropriate measures to protect the security of this information

You do not have to provide us with your personal information. Where possible, we will give you the option to interact with us anonymously or by using a pseudonym. However, if you choose to deal with us in this way or choose not to provide us with your personal information, we may not be able to provide you with our services or otherwise interact with you.

## **How do we collect your personal information?**

We collect your personal information directly from you when you:

- a) Interact with us over the phone;
- b) Interact with us in person;
- c) Interact with us online;
- d) Apply for a position with us as an employee, contractor or volunteer.

## **Collecting personal information from third parties**

We may also collect your personal information from third parties or through publicly available sources, for example from HubSpot or Jotform. We collect your personal information from these third parties so that we can organise meetings and/or provide tailored solutions.

## **How do we use your personal information?**

We use personal information for many purposes in connection with our functions and activities, including the following purposes:

- a) Provide you with information or services that you request from us;
- b) Deliver to you a more personalised experience and service offering;
- c) Improve the quality of the services we offer;
- d) Internal administrative purposes;
- e) Marketing and research purposes;
- f) Organise bookings and meetings.

## **Disclosure of personal information to third parties**

We may disclose your personal information to third parties in accordance with this Policy in circumstances where you would reasonably expect us to disclose your information. For example, we may disclose your

personal information to:

- a) Our third party service providers;
- b) Our professional services advisors.

## **Retention of personal information**

We will not keep your personal information for longer than we need to. In most cases, this means that we will only retain your personal information for the duration of your relationship with us unless we are required to retain your personal information to comply with applicable laws, for example record-keeping obligations.

## **How to access and correct your personal information**

TAServices Group Australia will endeavour to keep your personal information accurate, complete and up to date. If you wish to make a request to access and / or correct the personal information we hold about you, you should make a request by contacting us and we will usually respond within 2 business days.

## **Links to third party sites**

TAServices Group Australia's website may contain links to websites operated by third parties. If you access a third party website through our website, personal information may be collected by that third party website. We make no representations or warranties in relation to the privacy practices of any third party provider or website and we are not responsible for the privacy policies or the content of any third party provider or website. Third party providers / websites are responsible for informing you about their own privacy practices and we encourage you to read their privacy policies.

## **Inquiries and complaints**

For complaints about how TAServices Group Australia handles, processes or manages your personal information, please contact [tulken.anderssen@taservicesgroup.com](mailto:tulken.anderssen@taservicesgroup.com). Note we may require proof of your identity and full details of your request before we can process your complaint.

Please allow up to 2 business days for TAServices Group Australia to respond to your complaint. It will not always be possible to resolve a complaint to everyone's satisfaction. If you are not satisfied with TAServices Group Australia's response to a complaint, you have the right to contact the Office of Australian Information Commissioner at [www.oaic.gov.au/](http://www.oaic.gov.au/) to lodge a complaint.

## **How to contact us**

If you have a question or concern in relation to our handling of your personal information or this Policy, you can contact us for assistance as follows:

**Email**

tulken.anderssen@taservicesgroup.com

**Contact number**

0449 874 542