



Admin Business Solutions on the Run
24 Ravenglass Crescent
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www.absonthrun.com.au

PRIVACY POLICY

Policy number	000504	Version	001
Drafted by	Admin Business Solutions on the run	Approved on	1/10/2020
Responsible person	Karen Lee	Scheduled review date	1/10/2021

Responsibilities

Admin Business Solutions on the Run's owner is responsible for developing, adopting and reviewing this policy.

Admin Business Solutions on the Run's owner is responsible for the implementation of this policy, for monitoring changes in Privacy legislation, and for advising on the need to review or revise this policy as and when the need arises.

Processes

Collection

Admin Business Solutions on the Run will:

- Only collect information that is necessary for the performance and primary function of Admin Business Solutions on the Run.
- Notify stakeholders about why we collect the information and how it is administered.
- Notify stakeholders that this information is accessible to them.
- Collect personal information from the person themselves wherever possible.
- If collecting personal information from a third party, be able to advise the person whom the information concerns, from whom their personal information has been collected.
- Collect Sensitive information only with the person's consent. (Sensitive information includes health information and information about religious beliefs, race, gender and others).
- Determine, where unsolicited information is received, whether the personal information could have collected it in the usual way, and then if it could have, it will be treated normally. (If it could not have been, it must be destroyed, and the person whose personal information has been destroyed will be notified about the receipt and destruction of their personal information).

Use and Disclosure

Admin Business Solutions on the Run will:

- Only use or disclose information for the primary purpose for which it was collected or a directly related secondary purpose.
- For other uses, Admin Business Solutions on the Run will obtain consent from the affected person.
- In relation to a secondary purpose, use or disclose the personal information only where:
 - a secondary purpose is related to the primary purpose and the individual would reasonably have expected us to use it for purposes; or
 - the person has consented; or
 - certain other legal reasons exist, or disclosure is required to prevent serious and imminent threat to life, health or safety.



- In relation to personal information which has been collected from a person, use the personal information for direct marketing, where that person would reasonably expect it to be used for this purpose, and ABS has provided an opt out and the opt out has not been taken up.
- In relation to personal information which has been collected other than from the person themselves, only use the personal information for direct marketing if the person whose personal information has been collected has consented (and they have not taken up the opt-out).
- State in ABS's privacy policy whether the information is sent overseas and further will ensure that any overseas providers of services are as compliant with privacy as ABS is required to be.
- Provide all individuals access to personal information except where it is a threat to life or health or it is authorized by law to refuse and, if a person is able to establish that the personal information is not accurate, then ABS must take steps to correct it. ABS may allow a person to attach a statement to their information if ABS disagrees it is inaccurate.
- Where for a legal or other reason we are not required to provide a person with access to the information, consider whether a mutually agreed intermediary would allow sufficient access to meet the needs of both parties.
- Make no charge for making a request for personal information, correcting the information or associating a statement regarding accuracy with the personal information.

Storage Admin Business Solutions on the Run

- Implement and maintain steps to ensure that personal information is protected from misuse and loss, unauthorized access, interference, unauthorized modification or disclosure.
- Before ABS discloses any personal information to an overseas recipient including a provider of IT services such as servers or cloud services, establish that they are privacy compliant. ABS will have systems which provide sufficient security.
- Ensure that ABS's data is up to date, accurate and complete and always uploaded to the shared drive agreed upon.

Destruction and de-identification Admin Business Solutions on the Run

- Destroy personal information once is not required to be kept for the purpose for which it was collected, including from decommissioned laptops and mobile phones.
- Change information to a pseudonym or treat it anonymously if required by the person whose information ABS holds and will not use any government related identifiers unless they are reasonably necessary for our functions.

Data Quality

Admin Business Solutions on the Run will:

- Take reasonable steps to ensure the information ABS collects is accurate, complete, up to date, and relevant to the functions we perform.

Data Security and Retention

Admin Business Solutions on the Run will:

- Only destroy records in accordance with the organisation's Records Management Policy.



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Openness

Admin Business Solutions on the Run will:

- Ensure stakeholders are aware of Admin Business Solutions on the Run's Privacy Policy and its purposes.
- Make this information freely available in relevant publications and on the organisation's website.

Access and Correction

Admin Business Solutions on the Run will:

- Ensure individuals have a right to seek access to information held about them and to correct it if it is inaccurate, incomplete, misleading or not up to date.

Anonymity

- Allow people from whom the personal information is being collected to not identify themselves or use a pseudonym unless it is impracticable to deal with them on this basis.

Making information available to other organisations

Admin Business Solutions on the Run can:

- Release information to third parties where it is requested by the person concerned.

Related Documents

- Records Management Policy included above
- Confidentiality Policy & Procedures

Authorisation

A handwritten signature in black ink, appearing to read "Karen Lee".

Karen Lee

2020

PRIVACY POLICY

Your privacy is important - This statement outlines the ABS's policy on how the ABS uses and manages personal information provided to or collected by it.

The **ABS** is bound by the Australian Privacy Principles contained in the Commonwealth Privacy Act and is compliant with the Privacy Amendment (Enhancing Privacy Protection) Act 2012. [OPTION: In relation to health records, the **ABS** is also bound by the Victorian Health Privacy Principles which are contained in the Health Records Act 2001].

The **ABS** may, from time to time, review and update this Privacy Policy to take account of new laws and technology, changes to the **ABS's** operations and practices and to make sure it remains appropriate to the changing legal environment.

What kind of personal information does the ABS collect and how does the ABS collect it?

The type of information the **ABS** collects and holds includes (but is not limited to) personal information, including sensitive information, about:

- DOB
- Name
- Business Name
- Address
- Email
- Contact Number
- ABN
- Log in details for all programs needed to access and manage

Personal Information you provide:

The **ABS** will generally collect personal information held about an individual by way of [**OPTIONS:** *phone calls, forms, meetings etc*]. You do have the right to seek to deal with us anonymously or using a pseudonym, but in almost every circumstance it will not be practicable for us to deal with you or provide any services to you except for the most general responses to general enquiries, unless you identify yourself.

Personal Information provided by other people:

In some circumstances the **ABS** may be provided with personal information about an individual from a third party, for example social media.

In relation to employee records:

Under the Privacy Act the Australian Privacy Principles do not apply to an employee record. As a result, this Privacy Policy does not apply to the **ABS's** treatment of an employee record, where the treatment is directly related to a current or former employment relationship between the **ABS** and employee. However, the **ABS** must provide access and ensure compliance with the Health Privacy Principles under the WA Health Records Act 2001.

Policies can be established or altered only by the Owner of ABS: **Procedures** may be altered by the Owner.

How will the **ABS** use the personal information you provide?

The **ABS** will use personal information it collects from you for the primary purpose of collection, and for such other secondary purposes that are related to the primary purpose of collection and reasonably expected, or to which you have consented.

In relation to direct marketing, the **ABS** will use your personal information for direct marketing where you have provided that information, and you are likely to expect direct marketing: only then you will be sent direct marketing containing an opt out. If we use your personal information obtained from elsewhere we will still send you direct marketing information where you have consented and which will also contain an opt out. We will always obtain your consent to use sensitive information as the basis for any of our direct marketing.

We may use video surveillance for security purposes and the footage will be used only by the **ABS** and by the providers of our security services for security purposes. Surveillance videos are not used by the **ABS** for other purposes and the footage is not publicly available. Surveillance cameras are not located in any bathrooms or change room facilities.

Job applicants, staff members and contractors:

In relation to personal information of job applicants, staff members and contractors, the **ABS's** primary purpose of collection is to assess and (if successful) to engage the applicant, staff member or contractor, as the case may be.

The purposes for which the **ABS** uses personal information of job applicants, staff members and contractors include:

- for insurance purposes;
- Names
- Emails / DOB
- to satisfy the **ABS's** legal obligations,

Where the **ABS** receives unsolicited job applications these will usually be dealt with in accordance with the unsolicited personal information requirements of the Privacy Act.

Volunteers:

The **ABS** also obtains personal information about volunteers who assist the **ABS** in its functions or conduct associated activities, such as to enable the **ABS** and the volunteers to work together.

Marketing and fundraising:

[OPTION: The **ABS treats marketing and seeking donations for the future growth and development of the **ABS** as important].** Personal information held by the **ABS** may be disclosed to an organisation that assists in the **ABS's** fundraising, for example, the **ABSs** charity organisation.

Who might the *ABS* disclose personal information to? - The *ABS* may disclose personal information, including sensitive information, held about an individual to:

- government departments for grants or funding applications;
- people providing services to the *ABS*,
- Client; and
- anyone you authorise the *ABS* to disclose information to.

Sending information overseas:

The *ABS* will not send personal information about an individual outside Australia without:

- obtaining the consent of the individual (in some cases this consent will be implied); or
- otherwise complying with the Australian Privacy Principles or other applicable privacy legislation.

[We do/do not use overseas providers of IT services including servers and cloud services.]

How does the *ABS* treat sensitive information?

In referring to 'sensitive information', the *ABS* means:

“information relating to a person’s racial ethnic origin, political opinions, religion, trade union or other professional or trade association membership, sexual preferences or criminal record, that is also personal information; and health information about an individual”.

Sensitive information will be used and disclosed only for the purpose for which it was provided or a directly related secondary purpose, unless you agree otherwise, or the use or disclosure of the sensitive information is allowed by law.

Management and security of personal information

The *ABS*’s staff are required to respect the confidentiality of personal information and the privacy of individuals.

The *ABS* has in place steps to protect the personal information the *ABS* holds from misuse, loss, unauthorised access, modification, interference or disclosure by use of various methods including locked storage of paper records and passworded access rights to computerised records.

When you use our website, having your cookies enabled will allow us to maintain the continuity of your browsing session and remember your details when you return [**relevant?**]. We may also use web beacons, Flash local stored objects and JavaScript. If you adjust your browser settings to block, reject or delete these functions, the webpage may not function in an optimal manner. We may also collect information about your IP address, although this may not identify you [**relevant?**].

Updating personal information

The *ABS* endeavours to ensure that the personal information it holds is accurate, complete and up-to-date. A person may seek to update their personal information held by the *ABS* by contacting the Privacy Officer of the *ABS* at any time.

Policies can be established or altered only by the Owner of *ABS*: **Procedures** may be altered by the Owner.



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The Australian Privacy Principles and the Health Privacy Principles require the **ABS** not to store personal information longer than necessary. In particular, the Health Privacy Principles impose certain obligations about the length of time health records must be stored.

You have the right to check what personal information the **ABS** holds about you.

Under the Commonwealth Privacy Act and the Health Records Act, an individual has the right to obtain access to any personal information which the **ABS** holds about them and to advise the **ABS** of any perceived inaccuracy. There are some exceptions to this right set out in the applicable legislation. To make a request to access any information the **ABS** holds about you, please contact the Privacy Officer in writing.

The **ABS** may require you to verify your identity and specify what information you require. Although no fee will be charged for accessing your personal information or making a correction, the **ABS** may charge a fee to retrieve and copy any material. **ABS** If the information sought is extensive, the **ABS** will advise the likely cost in advance.

How long will the ABS keep my information?

Under our destruction and de-identification policies, your personal information that is no longer required will be de-identified or destroyed. In many circumstances, however it will be kept for marketing purposes, as you will have consented to that in writing with us.

Enquiries and privacy complaints

If you would like further information about the way the **ABS** manages the personal information it holds, please contact the Privacy Officer. If you have any concerns, complaints or you think there has been a breach of privacy, then also please contact the Privacy Officer who will first deal with you usually over the phone. If we then have not dealt satisfactorily with your concerns we will meet with you to discuss further. If you are not satisfied with our response to your complaint within 30 days from this meeting then you can refer your complaint to the Office of the Australian Information Commissioner via:

- **Email:** info@absontherun.com.au
- **Tel:** 0415 939 176 or 0401 943 872
- **Web:** www.absontherun.com.au
- **Booking System:** <https://adminbusiness-solutionsontherun.square.site>