

## APP:524 PRIVACY POLICY

(Refer MP:38, MP:516)

*idec* is committed to respecting the privacy of stakeholders and will only collect, use, disclose, store, secure, manage and dispose of your Personal Information in accordance with the Australian Privacy Principles (“the APP’s”). <http://www.oaic.gov.au/privacy>

### 1. What Information do we collect

*idec* may collect personal information through our relationships with the people who we do business with or who make enquiries about *idec*.

This may include information about:

- Past, current and future team members,
- Clients who use our services,
- Suppliers and contractors we engage to assist us in providing services.

The information collected may include:

- Name, Address, Contact details
- Company information
- Licenses held
- Medical information
- Other personal information

Note: We only collect information that is relevant to the organisation’s continuity of relationships.

### 2. How we collect and hold your Personal Information

Personal information may be received through a number of different methods which include our website, in writing, by e-mail, by telephone, through internal team member referral and through other forms of communication.

Personal information may be collected from third parties during recruitment process which may include but not limited to health professionals and referees. In each case, we will only record this information for its prescribed purpose. Team member personal information will be physically and / or electronically filed with classified access control.

### 3. What is the information used for

Any personal information that you provide will be stored in our systems and be used for the purposes of dealing with your request. This may involve disclosing your personal information to other business units within the organisation. We will not pass your details to any third party without your written consent except where we are required by law to do so.

### 4. Access to your Personal Information

*idec* will, in most circumstances, make available to you any personal information about you that has been collected. Requests should be addressed to the People, Places and Resources (PPR) Manager.

### 5. Updating Personal Information

We seek to ensure that any personal information we hold is accurate and up to date. You can notify us of any updates to your personal information by contacting the person to whom you provided your information in the first place or to the PPR Manager.

## 6. Retention and Disposal of Personal Information

We will only keep your personal information for the purposes for which it was collected. We will destroy personal information if it is no longer needed for the purposes for which it was collected or it is a requirement by law to do so.

## 7. Handling a Privacy Complaint

Should you have any questions, enquiries or complaints regarding the way in which we handle your personal information, please contact the PPR Manager via phone, (07) 3908 9600 or email, [employment@idec.com.au](mailto:employment@idec.com.au). Your complaint will be managed in accordance with *MP:21 Dispute Resolution* (available on request).

## 8. Changes to this Policy

*idec* constantly strives to improve its service and from time to time it may be necessary for us to review this Policy. *idec* reserve the right to amend this Policy at any time and to notify you of any amendments by posting an update version on our company website.



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SIGNED \_\_\_\_\_ DATED \_\_\_\_\_

Chief Executive Officer

*This Policy is to be revised every two years (last revised 22/06/21)*