

Privacy Policy

Optimum Standard (Aus) Pty Ltd is committed to providing quality services to you and this policy outlines our ongoing obligations to you in respect of how we manage your Personal Information.

We have adopted the Australian Privacy Principles (APPs) contained in the Privacy Act 1988 (Cth) (the Privacy Act). The NPPs govern the way in which we collect, use, disclose, store, secure and dispose of your Personal Information.

A copy of the Australian Privacy Principles may be obtained from the website of The Office of the Australian Information Commissioner at www.aoic.gov.au.

What is Personal Information and why do we collect it?

Personal Information is information or an opinion that identifies an individual. Examples of Personal Information we collect include: names, addresses, email addresses, phone numbers and generic business information.

This Personal Information is obtained in many ways including telephone correspondence, email, survey, event registrations, from other publicly available sources, and from third parties.

When we collect Personal Information, we will, where appropriate and where possible, explain to you why we are collecting the information and how we plan to use it.

Sensitive Information

Sensitive information is defined in the Privacy Act to include information or opinion about such things as an individual's racial or ethnic origin, political opinions, membership of a political association, religious or philosophical beliefs, membership of a trade union or other professional body, criminal record or health information.

Sensitive information will be used by us only:

- For the primary purpose for which it was obtained
- For a secondary purpose that is directly related to the primary purpose
- With your consent; or where required or authorised by law.

Third Parties

Where reasonable and practicable to do so, we will collect your Personal Information only from you. However, in some circumstances we may be provided with information by third parties. In such a case we will take reasonable steps to ensure that you are made aware of the information provided to us by the third party.

Disclosure of Personal Information

Your Personal Information may be disclosed in a number of circumstances including the following:

- To third parties only where you consent to the use or disclosure; and
- Where required or authorised by law.

Security of Personal Information

Optimum Standard (Aus) Pty Ltd will protect the personal information that we have under our control from unauthorised access, improper use, alteration or unlawful or accidental destruction and accidental loss.

When your Personal Information is no longer needed for the purpose for which it was obtained, we will take reasonable steps to remove or destroy your Personal Information (except where archiving is required).

Access to your Personal Information

You may access the Personal Information we hold about you and update and/or correct it, subject to certain exceptions. If you wish to access your Personal Information, please contact us in writing.

Optimum Standard (Aus) Pty Ltd will not charge any fee for your access request. In order to protect your Personal Information we may require identification from you before releasing the requested information.

Policy Updates

This Policy may change from time to time and is available on our website.

Privacy Policy Complaints and Enquiries

If you have any queries or complaints about our Privacy Policy please contact us at:

Optimum Standard (Aus) Pty Ltd

- **Address:** 1a Cambridge Road, Bellerive TAS 7018
- **Point of contact:** Belinda Hazell, Principal Consultant
- **Email:** belinda@optimumstandard.com.au
- **Mobile:** 0419 102 476