



## NSR Privacy Policy

**NSR takes your privacy and personal information very seriously. We follow the Privacy Act (1988) and vow to protect your personal information in every reasonable way. This Privacy Policy describes how we collect, use, hold and disclose your private and personal details.**

### **What information do we collect?**

NSR may collect a range of information about you and/or your business. Depending on the reason for us collecting this information, it may include (but is not limited to):

- For employees – your name, date of birth, home address, phone number, email address, next-of-kin information, bank account details, tax file number, security and/or drivers license details, information on previous employment, and superannuation account details
- For suppliers – your trading name, ABN, ACN, physical and postal address, names of Directors/Partners of your business, your phone number, email address, fax number, licensing and insurance details, credit references, pricing, bank account details and trade references
- For customers – your trading name, ABN, ACN, physical and postal address, names of Directors/Partners of your business, your business hours and after-hours phone numbers, email address, fax number, credit references, and for certain types of customers, bank account details and drivers licenses/further identification documents to satisfy government regulations surrounding money laundering and cash banking services
- For visitors to our website – date and time of your visit, which pages you visited, information on the device and/or browser used to view our website, IP addresses and generic location details (generally by city/town). We will not know personally identifiable information about you unless you provide it over our website, by either submitting a contact form or completing a job application.

### **How do we collect this information?**

We can collect this information in various ways, depending on the type of information. This may include:

- Employment paperwork, resumes and job referees/references
- Subcontractor Agreements and other paperwork you supply as a supplier
- Quote Acceptance Forms, Account Forms, Service Agreements and Contracts you supply as a customer
- When you visit our website or submit an online form

- When you talk to us in person, via email or over the phone

Sometimes we gather this information from other sources. This may or may not happen without your express consent or knowledge, such as:

- Public registers, your website or social media accounts, previous/current employers, clients or customers
- Your representatives (such as your lawyer or accountant)
- Other organisations who, like us, also provide services for you (e.g. your alarm monitoring company)
- Credit reporting agencies

## **Why do we collect this information?**

We only ever collect this information for the purposes of your providing you with employment, having you supply products or services to us, or offering you our products and services (including marketing these products and services).

This may include checking to ensure you are eligible to work for NSR, checking your credibility, professionalism and value-for-money as a supplier, checking whether you are eligible for our products or services, and actually providing and managing that product or service for you.

## **How do we hold this information?**

We care about the security of the information you give to us, and it is protected in various ways. Most of the information we collect from you is initially obtained via a paper-based form, with the data then entered into our computer systems, and the physical document scanned and stored electronically. The paper copy then stored in archive. Other information may be sent to us electronically (such as via email), updated in our secure computerised systems before being electronically achieved.

The systems in place to ensure the security of this information include:

- Our computer servers are protected by state-of-the-art encryption and firewalls
- Access to the hard copies of this information is protected by multiple levels of physical security, such as access-controlled doors, and various electronic measures such as alarms and cameras
- Only authorised staff have access to the information, generally managers and administration staff. Not all NSR employees or contractors have access to your information. Those that do have access have signed confidentiality agreements to protect the nature of your information
- We regularly backup and protect the information held by us, and regularly review our practices to ensure they are reliable and comply with best-practice

When your information is no longer required, it is stored for timeframes required by law and then securely deleted and/or shredded.

## **Who do we disclose this information to and why?**

We only disclose your personal information to relevant persons employed or contracted by NSR, or where required by law. In cases where information is requested by a law enforcement agency or legal

professional, we will only provide the information after a formal request from them has been received, detailing the information they require and the reason they require it.

We may disclose your information to:

- Our employees, subcontractors and advisers (such as lawyers, accountants and debt collection agencies)
- Banks or other payment providers (who process customer payments on our behalf)
- The ATO or other government agencies
- Where you have consented

## **Your personal information and Marketing**

We may use your personal information to offer services and products, generally in the form of emailed, faxed or posted marketing material. We will never provide this information to anyone for the purposes of them marketing their own products or service.

If you would prefer not to receive any marketing emails or faxes please contact us.

## **Accessing and Updating your Personal Information**

You can ask us to provide you with a copy of the information we hold about you, or make corrections to this information, at any time. Requests for information or changes must be made in writing and addressed to the General Manager.

If we refuse to give you access to or update your personal information we will advise you why. This may generally be due to a perceived conflict of interest, where releasing such information may harm the security integrity of our business or other client's information, where it would take an unreasonable amount of time or cost to comply, or the request is deemed to be vexatious.

## **Complaints**

If you have a complaint regarding how we are handling your personal information, please contact us so that we can address your concern. We may require further information from you to resolve your complaint. We will try to resolve your complaint within 30 days.

You can contact NSR at:

PO Box 3039  
Caboolture BC QLD 4510  
Phone: 1300 307 839

If you are unhappy with our response, you can contact the Office of the Australian Information Commissioner at:

GPO Box 5218  
Sydney NSW 2001  
Phone: 1300 368 992