

SYDNEY

NEWCASTLE

CENTRAL COAST

M-HR-12

## PRIVACY POLICY

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### ABOUT THIS POLICY

Remedia Consulting Pty Ltd, trading as BAAM Consulting Pty Ltd, complies with the Australian Privacy Principles (APPs) contained in the Privacy Act 1988 (Cth) (Privacy Act).

This Policy contains information about our collection, use, disclosure and storage of personal information, and how individuals may access and correct personal information that we hold.

We respect and value your privacy and make every effort to protect your personal information from misuse, interference and loss; and from unauthorised access, modification or disclosure.

If you wish to make a complaint about our handling of your personal information, please refer to the Complaints section of this Policy.

### THE TYPES OF PERSONAL INFORMATION WE COLLECT AND HOW WE COLLECT IT

In this policy, personal information has the meaning given to these terms in the Privacy Act.

We collect personal information in the normal course of business and this information relates to services provided by us. Personal information held by us is obtained by any of the following methods:

- From Client Details forms, Fee Proposal Acceptance forms, work orders or any other business documentation
- Through Managers of Strata Plans
- Directly from individuals or organisations involved in the conduct of our business
- Websites that detail public information such as Sensis, Facebook, Google, etc.

We do not collect information by purchasing it from list brokers, competitions, or referrals.

Personal information held by us includes, but is not limited to, personal contact details such as names, addresses, email addresses and telephone numbers; financial information provided by contractors and consultants; personal details of staff; and tenant and site access related information. In general, it includes any information which a person would expect as common business or administrative practice, for example using an address for billing purposes, or to enable a contractor to perform services on our behalf. We do not collect information that is not relevant or is sensitive in nature.

On our website [www.baam.com.au](http://www.baam.com.au) we use basic tracking information to help diagnose technical problems and to collect statistical information. Your IP address and the pages you have visited are recorded in our server logs. We analyse this data from time to time to assess how our website is used. We make every effort to ensure that the processing of your personal data is carried out in such a way that your privacy is protected and safeguarded.

Information is collected by various forms within our website. Our tracking tools collect no personal information. Once you provide us with personal or professional information, that data remains confidential. We do not share any information you provide with any third-party individual or organisation, except where legally obliged (see the How we use and disclose personal information section of this Policy).

It is our responsibility to ensure that any personal information obtained is as accurate and up to date as possible and that information is only collected by lawful means.

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### HOW WE STORE AND PROTECT PERSONAL INFORMATION

We ensure that all personal information is held in a secure manner and is protected against misuse, interference and loss, and from unauthorised access, modification or disclosure. These steps include password protection for electronic files and securing paper files in locked cabinets.

We also regularly conduct internal risk management reviews to ensure that to the best of our knowledge our infrastructure is secure and that any identifiable risks have been mitigated as much as they can in the normal course of business.

### HOW WE USE AND DISCLOSE PERSONAL INFORMATION

Your personal information will only be used and disclosed for the purpose for which it was collected, or otherwise in accordance with the Privacy Act. We only use and disclose personal information for the purpose for which it was collected (the primary purpose) unless one or more of the following applies:

- You have consented to use or disclosure for a secondary purpose
- You would reasonably expect the information to be used or disclosed for a secondary purpose which is related to the primary purpose
- It is required or authorised by or under law
- It is reasonably necessary for enforcement activities conducted by or on behalf of an enforcement body

Except in the above circumstances, we do not disclose personal information to any third party individual or organisation, nor do we disclose personal information to overseas entities. We do not sell, rent, trade or otherwise reveal personal information to any third party.

### HOW AN INDIVIDUAL MAY ACCESS PERSONAL INFORMATION HELD AND HOW THEY MAY SEEK CORRECTION OF SUCH INFORMATION

Individuals have the right to request a copy of all the information about them that is held by us. Individuals also have the right to request (by telephone, mail or email) that we correct any information that is incorrect, outdated or inaccurate.

Any requests to receive personal information or to correct personal information should be directed to the contact details in the Complaints section of this policy.

How we handle information we no longer need

When information collected about an individual or organisation is no longer required, we will archive that information. Documents containing personal information are scanned and filed electronically. All archived information is stored on a secure network drive and is protected with passwords which regularly change, up-to-date antivirus software, regular virus scans and other security measures.

### COMPLAINTS

We take your privacy seriously and make all efforts to protect your personal information from misuse, interference, and loss; and from unauthorised access, modification or disclosure. If you are concerned about the accuracy of your personal information, or our handling of your personal information, send your complaint in writing to either the mail or email address listed below.

If you make a complaint about our handling of your personal information, we will gather as much relevant background information as possible in the circumstances. In order to assist us in consideration of your complaint please provide as much information as possible in describing how you think your privacy has been interfered with, including:

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- What happened
- When it happened (including dates)
- What personal information of yours was affected
- Who did it (include individual names if known)
- How and when you found out about it
- Your contact details.

Any other relevant information, including what, if any, outcome you might expect from the complaint process.

We will respond to the complaint within seven (7) days of receipt and will take all reasonable steps to make a decision within thirty (30) days of receipt of the complaint. We will provide a written response to your complaint. If a breach of the Australian Privacy Principles has been identified as a result of your complaint, we will advise you of the findings and proposed follow up action which may include, for example, an apology, targeted staff training, revised security or storage arrangements, or amendment of forms to prevent similar situations arising.

If the alleged privacy breach involves personal information which does not belong to you we will ask you for evidence that you have authority to act on behalf of the person whose information is in issue before proceeding any further. Your complaint will be considered by a staff member who has not been involved in the conduct about which you are complaining.

In the event that you are not satisfied with the resolution provided, then you can make a complaint to the Information Commissioner on the OAIC website at [www.oaic.gov.au](http://www.oaic.gov.au).

### HOW TO CONTACT US

Requests or complaints should be addressed to:

The Privacy Officer  
Remedia Consulting  
PO Box 3108  
BONNELLS BAY NSW 2264

**Email:** [mail@baam.com.au](mailto:mail@baam.com.au)

**Telephone:** 1300 763 319

### AVAILABILITY OF PRIVACY POLICY

This Privacy Policy is available to all our customers. A summary of the policy is available on our website [www.baam.com.au](http://www.baam.com.au).

If you require a copy of this Privacy Policy, please make a written request to the Privacy Officer at the address provided above.

### PRIVACY OFFICER

We have appointed an internal Privacy Officer to manage our privacy matters. The name of this officer is available by contacting us. The Privacy Officer's duties include, but are not limited to, the following:

1. The Privacy Officer needs to be familiar with the APP's.
2. In the event that a complaint about privacy issues is received, the Privacy Officer will:
  - Take ownership of the complaint and ensure that it is dealt with in a timely manner.

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- Acknowledge receipt of the complaint within 24 hours and advise the complainant of their rights.
  - Fully investigate the complaint.
  - Respond to the complainant in writing with findings within 30 days of receipt.
  - Keep a record of all complaints received for ongoing review of policies and procedures.
3. If a person complains to the Privacy Commissioner that we have breached their privacy, the Information Commissioner may contact the Privacy Officer to discuss the complaint, and to see whether there is any means of settling the matter. The Privacy Officer shall provide whatever assistance is necessary. The Privacy Officer may be asked to provide background information or identify the staff member/s who can do so.

## POLICY UPDATES

From time to time, we will review and revise this Privacy Policy. We reserve the right to amend this policy at any time and any amendments will be notified by posting an updated version on our website.

Reviewed by: Grahame Vile

Signature: