

## **Introduction**

Tri-Search is bound by the Privacy Act 1988 (as amended) and through its agreement with other parties the Privacy and Personal Information Act (1988). In providing you with an efficient service and to perform our duties professionally, it is necessary for us to collect, use and sometimes disclose personal information about you. This policy explains how we collect, use and manage your personal information. Tri-Search is committed to respecting and protecting the privacy and confidentiality of your personal information. Please read through this policy and should you have any queries regarding this document contact us accordingly.

In situations where we have collected personal information about an individual from someone else other than the individual, we will endeavour to take reasonable steps to make that individual aware of this policy.

## **Personal information**

'Personal Information' is information regarding an individual whose identity is apparent or can be easily ascertained from that information. This includes your name, address, contact details, financial and billing information (including your A.C.N. / A.B.N, and credit card details).

## **Collection and use of personal information**

The way in which we collect your personal information will vary in accordance with how you communicate with us. It may be collected electronically through an on-line service (an electronic application, registration form or a survey submitted to us), or from you verbally (face-to-face attendance with us or conversations with us via the telephone) or by means of written correspondence (emails, facsimiles or letters posted to us).

We may, at times, use this information to notify you of our other products, promotions or special offers and to sustain a relationship with you. At any time you may express that you no longer wish to receive information regarding our other products, promotions or special offers.

## **Disclosure and transfer**

Tri-Search does not buy or sell, rent or lease, or in any way trade personal information (such as 'mailing lists').

Only in certain circumstances will we use or disclose an individual's personal information for a purpose other than primarily what it is collected for. However, sometimes it is necessary for us to disclose your personal information to other organisations.

The organisations/type of organisations we usually disclose information of this kind to, are other service providers or third parties who assist us in providing our service to you (such as a third party organisation contracted by Tri-Search to provide services).

## **Data quality, storage and security**

At Tri-Search we are committed to preserving and securing the protection and integrity of your information. We have implemented certain precautions to safeguard your information from misuse, loss, unauthorised access, modification or disclosure. We do, however, acknowledge that data transmitted over the Internet is not completely secure. For this reason, we cannot guarantee the security of your personal information via the Internet and any such data transmission undertaken by you is done so at your own risk.

## **Access**

You may, upon request, access the personal information we hold about you. Generally, we will provide you with a print out of the information we hold. However, in certain circumstances we are not obliged to provide you with this information. In a situation where your request has been denied we shall provide you with a reason for the denial of such access.

## **Correction**

In the event that you establish the personal information we hold about you is not accurate, complete or up-to-date, upon you notifying us of this situation we shall take reasonable steps to correct it. In circumstances where we disagree with you about the accuracy, completeness and up-to-datedness of your personal information, we will take reasonable steps, upon your request, to associate with the information a statement claiming that the personal information is not accurate, complete or up-to-date.

## **Sensitive information**

Generally, we do not anticipate the necessity to collect sensitive information about you. 'Sensitive Information' is information such as your race, political beliefs, religious beliefs, sexuality, and so forth. This would only occur in certain circumstances and we would ascertain your consent before collecting this information (unless the exemptions apply).

## **Links**

We are not responsible for the privacy policies or privacy practices of the organisations we provide links to from this website. We suggest you check the respective privacy policies and practices of those organisations.

## **Our contact details**

Should you have any queries regarding this privacy policy or our privacy practices, or to gain access to the personal information we hold about you, you must submit your queries in writing.