

# ACCESS RECORDS MANAGEMENT

## Privacy Statement

### **Introduction**

The Privacy Amendment (Private Sector) Act 2000 commenced operation on 21 December 2001. The Act applies to individuals, bodies corporate, partnerships, other incorporated associations or trusts. The Act is based on the Privacy Commission's National Privacy Principles that regulates the collection, use, disclosure, handling, data security, transfer and management of personal information including electronically stored or transmitted information. Personal Information covers any information that may be used to identify a person.

It is our intention to protect the privacy of the individual and in so doing, comply with the National Privacy Principles. This statement sets out Access Records Management's (ARM) commitment to the privacy of personal information.

### **1) Collecting Information**

Personal information will be collected appropriately, lawfully, fairly and sensitively and wherever possible, directly from yourself and with your consent. It will only be collected for a clear and express purpose. It may simply be a name or contact details, or other information supplied when you register as a customer.

At the time of collection or as soon as practical afterwards, ARM will advise you of:

- a) The purpose for which the information was being collected;
- b) Any types of organisations or individuals that ARM may disclose information of this kind to;
- c) Your right to access your personal information held by us;
- d) Any law that requires us to collect the information;
- e) The main consequence to you, if any, if all or part of the information is not provided.

ARM will collect personal information about an individual only from that individual if it is reasonable and practical to do so. In the event that it is not possible to collect the information from you, ARM will take all reasonable steps to inform you of what was collected and how the information was obtained.

## **2) Using and Disclosing**

Personal information provided to us will be used for purposes relating to our Service Agreement with you, including general correspondence, billings and providing you with information that may be of interest to you from time to time, such as newsletters. ARM will inform you of how the information will be used and disclosed.

It may also be disclosed to our various service providers in connection with the operation of our business. These providers have a duty to keep such information confidential and secure. Above all, your personal information will be held in the strictest confidence at all times.

Sometimes ARM is required by law to disclose your personal information. Prior to disclosing any of your personal information to any other individual or organisation, ARM will take all reasonable steps to satisfy ourselves that you have consented to us doing so, and that ARM have acted in accordance with the appropriate legislation.

## **3) Data Quality**

ARM will take reasonable steps to make sure that the personal information it collects, uses or discloses is accurate, complete and up-to-date.

## **4) Data Security**

ARM will take reasonable steps to protect the personal information ARM holds from misuse, loss and from unauthorised access, modification or disclosure. Access to records will be restricted to staff and service providers who require access to them to perform their job and access to computer files will generally be via password security.

## **5) Access and Correction**

You may request (in writing) access to the information ARM holds. You are entitled to make corrections to any information that can be proven to be inaccurate. For this reason it is important that you are able to confirm your identity when wishing to access your personal information. ARM will provide the individual with access to the information on request by the individual except to the extent that:

- a) providing access would have an unreasonable impact upon the privacy of other individuals; or
- b) the request for access is frivolous or vexatious; or
- c) providing access would be unlawful; or

d) in the case of any personal information - providing access would adversely affect the health or pose a threat to the life of any individual.

## **6) Identifiers**

ARM may need to sight and record identification documents such as Tax File Numbers but ARM will not use a Federally assigned identifier such as a Tax File Number as an internal client identifier. ARM will only use or disclose an individual's Federally assigned identifier where:

- a) the use or disclosure to the respective Federal authority is required by ARM to fulfil its obligations; or
- b) the use or disclosure is permitted under the regulations to the Privacy Act.

## **7) Anonymity**

You are able to ask questions regarding company services without giving identifying information such as a name, address and phone number. However, it may be difficult to supply a great deal of relevant information when ARM do not have your particular details available.

## **8) Transport of Data Flow**

ARM will forward personal information about an individual to another individual or organisation outside Australia only if:

- (a) you consent to the information to be forwarded; or
- (b) the information to be forwarded is integral to the Service Agreement between the you and ARM; or
- (c) required by law.

If you would like any further information, please do not hesitate to contact us.

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