

Privacy Policy

In line with the Australian Privacy Principles in the Privacy Act 1988, Cleandustrial Services Pty Ltd is committed to protecting the privacy of the personal information it collects and receives. This Privacy Policy seeks to explain how Cleandustrial collects, uses, discloses and otherwise handles personal information. It also seeks to explain how to access and correct the personal information we hold or complain about a suspected privacy breach.

This privacy policy does not apply to personal information collected by Cleandustrial Services Pty Ltd that are exempt under the Privacy Act, for example **employee records**.

Personal information we collect and hold

Personal information is any information or opinion about an identified individual, or an individual who is reasonably identifiable. Types of personal information that Cleandustrial may collect include:

- Name and contact details
- Employment history
- Educational qualifications
- Bank account details

It may also be necessary for Cleandustrial to collect **sensitive information** from individuals. This information is collected only where it is necessary for our functions or activities AND the individual has given consent to the collection of this information. The types of sensitive information collected and held by Cleandustrial can include, but may not be limited to, information or an opinion about an individual's health, criminal record, membership of a professional or trade association, and membership of a trade union.

How we collect and manage your personal information

In most cases, we **collect** personal information directly, either in person, over the phone, in writing, via email, or through the contact form on the Cleandustrial website. In some cases, personal information may be collected from a third party, for example when we collect a reference from a previous employer (job applicants).

Cleandustrial will **hold** personal information in a few different ways, including in electronic databases, email contact lists, as well as hard copy files held in lockable drawers and cabinets.

Cleandustrial collects and manages personal information for the purposes of carrying out our core function in a quality manner, which can include:

- Recruitment of staff and subcontractors;
- Answering queries;
- Tendering processes;
- Processing payments;
- Establishments of work rights;
- Investigating and resolving complaints, and
- Customer and staff surveys;
- Using aggregated information for business analysis



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Cleandustrial may also **disclose** personal information to third parties where it is necessary for the purposes of completing or fulfilling the core function of our business. Types of third parties may include clients, service providers, suppliers, or government or regulatory bodies, as part of an audit or otherwise.

Cleandustrial will not disclose personal information to any overseas recipients.

Access to personal information

Individuals may request access to their personal information. To protect their privacy and the privacy of others, evidence of identity may be sought before being given access to this information.

If it is believed that personal information we hold is inaccurate, out of date, incomplete, irrelevant or misleading, having regard to the purpose for which it is held, individuals may request that we correct our information.

To request access to, or correction of, personal details, individuals should contact Cleandustrial's Privacy Officer using the contact details under the 'Contact Us' section of this policy, and Cleandustrial will take reasonable steps to provide or correct the personal information.

Complaints

If individuals wish to complain to Cleandustrial about the way that we have handled personal information, they can contact our Privacy Officer using the details set out in the "Contact Us" section. Where appropriate, Cleandustrial will investigate the complaint, which may include gathering of facts, locating and reviewing relevant documents and interviewing relevant individuals. As per our Grievance Resolution Guidelines, we endeavor to complete our investigation into the complaint and provide a response within 21 days.

Contact Us

If there is a question about this Privacy Policy, how to access or correct personal information, or a complaint about Cleandustrial's handling of personal information, please contact:

Privacy Officer

Cleandustrial Services

PO Box 4457

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P: +61 08 9314 7449

E: hr@cleandustrial.com.au



TAMMY VLADICH

General Manager

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