

## PRIVACY POLICY OUR COMMITMENT

Integrity Health and Safety PTY LTD. respects the privacy of your personal information and is committed to treating it in an appropriate manner. This privacy statement is to let you know the type of personal information we collect, how it is stored, used and disclosed and how you can access your information.

Our privacy policy complies with the Australian Privacy Principles in the Privacy Act 1988 (Cth).

## INFORMATION WE RECEIVE

At Integrity Health and Safety we collect personal information, such as your name, address, email address and date of birth, telephone number (including mobile number), bank account or credit card details and training certifications. Integrity Health and Safety may also collect details of your employment history, qualifications and experience, references and personal preferences with regards to the types of jobs you are interested in.

## WHAT ARE THE PURPOSES FOR WHICH INTEGRITY HEALTH AND SAFETY MAY COLLECT, HOLD, USE AND DISCLOSE PERSONAL INFORMATION?

Integrity Health and Safety collects, holds, uses and discloses personal information for the purposes of providing its services, conducting its business and communicating with you.

Some examples of the specific purposes for which Integrity Health and Safety collects, holds, uses and discloses personal information includes the following:

provision of our First Aid Training, managing, operating and improving Integrity Health and Safety's website;  
dealing with enquiries regarding prospective employment with Integrity Health and Safety; dealing with enquiries regarding Integrity Health and Safety's services;  
improving Integrity Health and Safety services; and  
dealing with requests from customers for the purchase of First Aid products.

## HOW DOES INTEGRITY HEALTH AND SAFETY COLLECT AND HOLD THAT PERSONAL INFORMATION?

Integrity Health and Safety usually collects personal information directly from you (for example if you send an email to, call Integrity Health and Safety or submit personal information to Integrity Health and Safety via its website or through written correspondence.

In processing purchases for First Aid Training and First Aid Supplies Integrity Health and Safety will collect transaction details about purchases you make and either your bank account or credit card details.

Under the National VET Provider Collection Data Requirement Policy, as a Training Organisation under the RTO of HealthCorp, Integrity Health and Safety is required to collect AVETMISS compliant data, set by NCVER (National Centre for Vocational Education Research), for all students, and for all competency enrolments and outcomes achieved, through each calendar year.

When you visit our website the details collected include your server address, domain name, type of browser, the date and time of your visit, what you have read and downloaded at our site and the previous site you visited. If you access our members' area you will also give us your password. We use the information about visitors to our site to assess the number of visitors to our site, to help us improve our site and in the legitimate course of our business. We do not use this information to identify how individual visitors have used our site.

If you send an email to us it is likely to contain personal information about you including information enabling us to identify you. If we receive personal information from you in an email transmission we will use the information that is necessary to respond to your email or carry out business arising from it. We monitor emails that we send and receive for business and administration purposes. If we receive personal information about you we will not share it with any third party without your express consent unless it is required to by law or in a legal process. We do not sell personal information. We take reasonable steps to protect the confidentiality of personal information we receive and to ensure it is not subject to misuse or unauthorised access.

#### RETENTION OF INFORMATION

We only retain information, including email messages, for as long as it is reasonably necessary for our business purposes.

#### ACCESSING YOUR PERSONAL INFORMATION

Integrity Health and Safety has measures to ensure that the information it holds about you is accurate, complete and up-to-date before acting on it. You can access the personal information Integrity Health and Safety holds about you by making a written request and where information is inaccurate Integrity Health and Safety will take all reasonable steps to correct the inaccuracy.

#### CONTACTING INTEGRITY HEALTH AND SAFETY ABOUT PRIVACY ISSUES

If you wish to review the accuracy of any personal information we hold concerning you, discuss how we treat personal information or discuss any aspect of this privacy statement please contact our office on 1300 720 724

#### WHAT IF I HAVE A COMPLAINT?

If you have a privacy complaint or concern, especially if you think your privacy has been affected or you wish to complain about our refusal to update or grant access to our records of your personal information, you should contact Integrity Health and Safety as detailed below for an examination of your complaint. If after that you are still unhappy you can complain about a privacy matter to the Australian Information Commissioner.

See [www.oaic.gov.au](http://www.oaic.gov.au) for how to make a complaint.