

# POLICY STATEMENT

<b>SUBJECT:</b>	<b>PRIVACY</b>
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<b>PORTFOLIO AREA:</b>	Corporate	<b>DOCUMENT REF:</b>	P P01(14)
<b>APPLICABLE FROM:</b>	March, 2014	<b>REVISION NUMBER:</b>	1
<b>RESPONSIBILITY:</b>	GM-HR&TC		

## REVISION SCHEDULE:

EFFECTIVE DATE:	ALTERATION(S):	AUTHORISED: Signed/Title	Date:

## 1. Scope

This Policy Statement and related Operating Procedures is concerned with the *Privacy Act (Cth), 1988* (“Act”). This policy outlines the personal information handling practices of Wellness & Lifestyles Group (W&L). W&L employees should also refer to our Human Resources Operating Procedure, Contents and Access to Personnel Files.

The specific legal obligations of W&L when collecting and handling personal information are outlined in the *Privacy Act (Cth), 1988* and in particular in the Australian Privacy Principles (APP) found in that Act. W&L will review this policy annually and update when information regarding handling practices change. Updates will be publicised on our website and through our email lists.

## 2. Policy Statement

W&L is committed to upholding the principles of the Act regarding the manner in which personal information is handled and how the organisation responds to requests to access and correct information.

It is the aim of W&L to minimise the risk and take careful measures to protect the confidentiality of information provided to the organisation. W&L will uphold all relevant legislative requirements. However, in the event of any inconsistency, the legislative requirements will override the provisions of this document.

Employees, contractors and consultants will be provided with regular information bulletins, instruction, training and supervision as is reasonably necessary to ensure that all employees, contractors and consultants acting on behalf of W&L, comply with the APPs.

#### **Adherence to Policy**

- This procedure defines the minimum expectation of W&L employees, contractors and consultants.
- Any employee, contractor or consultant found to be in breach of the requirements set out in this policy and any related procedures may be subject to disciplinary action in accordance with the W&L Counselling, Disciplinary and Termination Procedure or Consultancy Agreement.

#### **Measurement and Evaluation of Policy**

- A copy of this policy will be given or made available to all existing employees and contractors of W&L and any new employees and contractors upon commencement of their employment and/or engagement with W&L.

### **3. Collection of Information**

W&L collect, hold, use and disclose personal information to where it is reasonably necessary to do so for the conduct of the organisations business. The function and activities may include:

- consulting with stakeholders, for example, on services;
- recruitment;
- maintaining registers;
- responding to access to information requests; and
- communicating with the public, stakeholders, personnel, government agencies including through websites and social media;

The kinds of personal information that that W&L may collect and hold include:

- names and dates of birth;
- contact information, including postal and residential addresses, telephone and facsimile numbers, and email addresses;
- health, and medical information;
- account details; and
- employment history/records and education.

Any collection of personal information by W&L will be fair and lawful and will not be intrusive. At all times W&L will try to only collect the information the organisation needs for a particular function or activity that W&L are carrying out.

If it is reasonable and practical to do so, W&L will collect personal information about you only from you; however, you will with authorisation allow W&L to collect information from external sources including government agencies and other third parties such as advertisers, mailing lists, recruitment agencies, aged care facilities and medical practitioners, contractors and business partners as and when required.

W&L may also collect contact details and some other personal information if you are on committees participating in a meeting, trade show and/or conference or in consultation with W&L.

### **3.1 Collecting sensitive information**

Sometimes W&L may need to collect sensitive information about you, for example to handle a complaint. This might include information about your health, ethnic origin, or criminal history.

### **3.2 Indirect collection**

W&L in the course of handling and resolving complaints, recruitment or the delivery of services, may collect personal information (including sensitive information) about you indirectly from publicly available sources or from third parties such as:

- your authorised representative, if you have one; and
- applicants.

The organisation may also collect personal information from publicly available sources to enable W&L to contact stakeholders who may be interested in W&L services.

### **3.3 Anonymity**

W&L where possible, we will allow you to interact with us anonymously or using a pseudonym. For example, if you contact us with general questions we will not ask for your name unless we need it to adequately handle your question.

However, for most of our activities and functions W&L will usually require your name and contact information to enable the organisation to effectively and efficiently handle your inquiry.

### **3.4 Collecting through W&L website and other on-line tools**

W&L has its own public website, on-line recruitment and on-line education sites. Where our sites allow you to make comments or give feedback W&L will collect your email address and sometimes other contact details. W&L may use your email address to respond. W&L store this personal information on servers located in Australia, United States of America and the Philippines.

### **3.5 Analytic, session and cookie tools**

The organisation uses a range of tools provided by third parties, including Google, Expr3ss!, NetSuite, Microsoft, MYOB and our web hosting company HostGater and Codero, to collect or view website traffic information. These sites have their own privacy policies. W&L also use cookies and session tools to improve your experience when accessing our websites.

### **3.6 Social Networking Services**

W&L uses social networking services such as LinkedIn, Facebook and You Tube to communicate with our clients and the public about our services. The social networking service will also handle your personal information for its own purposes. These sites have their own privacy policies.

### **3.7 Email Lists**

The organisation will collect your email and, if you provide it, other details when you subscribe to our mailing lists or download content from our website. W&L will only use this information for the purpose of sending you regular updates on the services provided by W&L.

#### 4. Use and Disclosure of Information

In general W&L, will collect, hold, use and disclose personal information for the purpose of providing or offering employment or goods and services to you, or any purposes that you may reasonably expect, for any other purpose authorised by law, or for any other purposes disclosed to or authorised by you. This may include disclosures to organisations that provide us with technical and support services, and professional advice, such as solicitors, accountants and business advisors.

By providing W&L with personal information, you consent to us using and disclosing your personal information for:

- providing you with news and information about our product and services;
- purposes necessary or incidental to the provision of our product and services;
- contacting you about your suitability for a position;
- sending you marketing and promotional material that the organisation believe you may be interested in, which may be sent by us, or from any of our related entities or a third party business which we may consider may be of interest to you;
- personalising your experience with our products and services, for example, via connectivity with social media services;
- statistical analysis and internal research purposes; and
- communicating with you, including by email, mail or telephone.

W&L where possible, will use reasonable endeavours to de-identify your personal information before using it for these purposes. The organisation will also, wherever possible, keep all personal information strictly confidential.

If you do not wish to receive promotional material from W&L or third parties, please let us know.

A number of laws require the provision of personal information to third parties, including the *Corporations Act 2001* (Cth). The precise information required will vary depending on the circumstances requiring disclosure of that information.

W&L may also use or disclose personal information about you to avoid, lessen or prevent a serious emergency or crime. If the organisation use or disclose personal information about you in those circumstances W&L will make a written record of such use or disclosure.

Some W&L employees, contractors or consultants will have access to your personal information to a level that is necessary to enable them to perform their roles within W&L. They are obliged to respect the confidentiality of any personal information held by W&L.

Any disclosure made to a third party by W&L will be made primarily for the purpose of providing or offering goods and services to you.

Any personal information submitted via the organisations online forum may need to be processed by a third party. By submitting information via an online forum, you consent to the disclosure of that information to a third party, which may be located overseas, for the sole purpose of processing the online information.

## 5. Accessing and Correcting Your Personal Information

Under the Act (APPs 12 and 13) you have the right to ask for access to personal information that W&L hold about you, and request that we correct that personal information. You can request access or correction to your personal information by contacting us and W&L must respond within 30 calendar days. If you ask, W&L must give you access to your personal information, and take reasonable steps to correct it if W&L consider it is incorrect.

W&L may charge a small fee for providing access if it requires a significant amount of time to locate or collect your information or to present it in an appropriate form. You are free to update your personal information at anytime. There is no cost for updating your information.

The organisation will ask you to verify your identity before we give you access to your information or correct it, W&L will try and make the process as simple as possible. In rare circumstances, and only when permitted under the Act, W&L may refuse to give you access to, or correct your personal information, W&L will notify you in writing setting out the reasons.

## 6. Storage and Security of Personal Information

W&L will take steps to protect the security of the personal information we hold from both internal and external threats by:

- regularly assessing the risk of misuse, interference, loss, and unauthorised access, modification or disclosure that information;
- taking measures to address those risks, for example, W&L will keep a record (audit trail) of when someone has added, changed or deleted personnel information held in our electronic databases and regularly check that employees only access those records when they need too; and
- conducting regular internal and external audits to assess whether we have adequately complied with or implemented measures.

Please note that there are inherent risks in transmitting information over the internet. There is a possibility that your information could be accessed by a third party while in transit. Each user of W&L sites should make their assessment of the possible risks to their information.

W&L cannot ensure or warrant the security of any information transmitted to W&L online and individuals do so at their own risk. To the extent permitted by law, W&L accepts no responsibility for unauthorised access of personal information held by W&L.

## 7. Disclosure of Personal Information Overseas

W&L is likely to disclose your information to overseas recipients, including, but not limited to our third party servers, or international branches of W&L companies. You consent to us disclosing your personal information to such overseas recipients for purposes necessary or useful in the course of operating our business. Such disclosures will be in accordance with the APPs, subject to clause 13 Consultancy Agreement. The countries in which such recipients are likely to be located include, but not limited to, Philippines and other countries.

Web traffic information is disclosed to Google Analytics when you visit the W&L websites. Google stores information across multiple countries.

When you communicate with us through a social network service, the social network provider and its partners may collect and hold your personal information overseas.

If you do not want us to disclose your information to overseas recipients, please let us know.

## 8. Complaints

If you believe that we may have breached the APPs, or failed to comply with this Privacy Policy, you may make a written complaint addressed to the:

Privacy Officer  
Wellness & Lifestyles  
41 Sydenham Road  
NORWOOD SA 5067

Or email  
[contact@wellnesslifestyles.com.au](mailto:contact@wellnesslifestyles.com.au)

W&L takes all complaints seriously, and will respond to your complaint within 30 days.

If you are interested in obtaining additional information about privacy, you can visit the Australian Privacy Commissioner's website at [www.oaic.gov.au](http://www.oaic.gov.au)

## 9. Consequential Documents

The following documents have been developed as a consequence of this Policy Statement and to guide its implementation:

- Operating Procedure : Contents and Access to Personnel Files
- Australian Privacy Principles Guidelines
- Privacy Act (Cth), 1988

### APPROVED BY THE CHIEF EXECUTIVE OFFICER

This Policy Statement supersedes all other Policy Statement in relation to Work Health & Safety Policy and is applicable across Wellness & Lifestyles Australia from the authorising date below.

Approved By	Position	Date	Signature
Nick Heywood-Smith	Chief Executive Officer	24/04/2014	