



# PERSONALLY IDENTIFIABLE INFORMATION PRIVACY POLICY

## Purpose and Scope

Burdekin Productivity services (BPS) is subject the Privacy Act 1988, including the Australian Privacy Principles (APPs) and National Data Breach (NDB) Scheme and as such this policy applies to Personally Identifiable Information (PII) held about individuals. The Privacy Act and this policy do not apply to information held about companies, organisations and other entities, however BPS does keep completely confidential all such information within the same privacy and security framework. (refer to BPS Privacy Policy)

BPS is a service provider to BPS members only. This Privacy Policy applies to individuals who are prospective, new, existing and past members, as well as employees, direct contractors and third-party contractors.

## Details

### What Information We Collect and Hold

The information that BPS collects is relevant to the services that it provides. BPS will not collect personal information except when an individual has knowingly provided such information, authorised a third party to provide such information, or it is reasonably expected for BPS to collect such information.

#### Personal Information

BPS will collect and hold personal information about identity including name, address and date of birth. BPS may collect additional personal information about individuals where required, to provide certain services.

#### Sensitive information

BPS in the course of normal business does not collect sensitive information as defined in the Privacy Act.

### How We Obtain Your Information

BPS collects most of the personal information directly from the individual, which may occur verbally or via the exchange of physical and/or electronic documents.

BPS collects personal information indirectly either with the expressed permission of the individual or with the reasonable expectation that the information is required for the purpose of executing our services to the individual.

### How We Hold Your Information

As part of normal business operations an individual's information may be linked with other individuals or entities for the purposes of appropriate record keeping and for the purpose of the work we do for you.

BPS stores your personal information in both hard copy and electronic formats in and takes reasonable steps to secure information in accordance with the Privacy Act. All Information we hold remains in Australia subject to security policies and subject to the Privacy Act.

BPS take reasonable steps to protect your information from unauthorised access, use or disclosure. Some personal information BPS holds is stored in paper files. These files are held in our own secure onsite storage facility subject to physical access policy and controls. Most electronic information is stored in our own server and storage infrastructure and where the transfer of electronic personal information to a third party occurs it is done in a secure manner that protects privacy and is subject to the Australian Privacy Act.

Authorised: BOD © Burdekin Productivity Services	Document Number	Issue: 1    Rev: 1	Date issued: Aug 2019 Review Date: Aug 2020
		Page 1 of 4	



## PERSONALLY IDENTIFIABLE INFORMATION PRIVACY POLICY

Personal information stored electronically is subject to privacy and security practices including.

- malware and other technical cyber threat avoidance strategies
- backup and disaster recovery
- access control
- employee information privacy and security policy
- Internal security education training and awareness programs
- monitoring and review of compliance with internal policies and industry best practice
- an information privacy and security governance cycle

### **The Purposes For Which We Collect, Hold, and Use Your Information**

BPS will ensure that personal information will only be used for the purpose it was collected, or that would reasonably be expected by the individual providing the information.

If the identified information is to be used for a secondary or unrelated purpose, such as data analysis or research, we will obtain informed consent from the individual. Individuals will be given the opportunity to refuse such use or disclosure. If an individual is physically or legally incapable of providing consent, a responsible person (as described under the Act) may do so.

BPS may also use information to comply with contractual arrangements, such as supply chain arrangements that individuals as members of BPS are fully aware of.

We may disclose personal information without consent where such disclosure is required by law, or for law enforcement. We will keep records of any such use and disclosure.

BPS may from time to time use information to inform individuals about products or services that it feels may be relevant to their circumstances or of interest to them.

In relation to credit information held by BPS, we will only use and disclose credit information for agreed business purposes, or if required by law.

### **The Purposes For Which, How and When we Disclose Your Information**

In the execution of our services BPS may disclose your personal information to third party service providers, but only for the primary purpose for which it was collected, and in the circumstance that the third-party provider will provide specific services to execute the primary purpose for its collection.

When disclosing information to Australian based third-party providers BPS ensures they are subject to the Privacy Act and protect your privacy in accordance with the APP's.

BPS may also contract the services of providers such as IT security, IT support or programming providers that may include a level of access to our systems which store your information. BPS will always exercise due diligence to the effect of reasonably protecting your information from unauthorised access, use or disclosure.

Authorised: BOD © Burdekin Productivity Services	Document Number	Issue: 1	Rev: 1	Date issued: Aug 2019 Review Date: Aug 2020
		Page 2 of 4		



## PERSONALLY IDENTIFIABLE INFORMATION PRIVACY POLICY

### Access to and Correction of Your Information

You may request access to your personal information held by BPS without charge. Requests for access should be made in writing to the BPS Privacy officer. BPS needs to be satisfied that a request for personal information is made by you or by another person who is authorised to make a request on your behalf. Identity documents will be required to verify your identity or, if you are authorising another person to access on your personal information on your behalf, then a letter of authority and confirmation of your identity will be required prior to the release of your personal information.

Where necessary, you can also request an amendment to any personal information in your record should you believe that it contains inaccurate information. Such requests should be made in writing to the BPS Privacy Officer. If BPS does not agree to change your personal information in accordance with your request, you will be notified as to why. BPS will use our best efforts to respond to your request in a timely manner.

If at any time you believe that any of your personal information, that we store is not accurate or is out of date, please let us know by contacting BPS.

You should feel free to discuss any corrections, concerns, questions or complaints about issues related to the privacy of personal information with BPS.

BPS is committed to improving services and welcomes any comments or complaints that our clients may wish to offer in relation to the services we provide. Such feedback helps us to identify the things that we do well or need to improve. We recognise that, handled well, a complaint provides us an opportunity to strengthen our relationships with our clients. It provides us the opportunity to understand their circumstances and to explore ways to improve our service to them in the future. We will respond to your concerns quickly and keep you informed of our actions and progress.

Requests for information and amendments, complaints and queries with respect to this Privacy Statement may be lodged with the Privacy Officer at BPS:

BPS Privacy Officer  
reception@bps.net.au  
07 4783 1101  
<http://bps.net.au> (online contact form)  
PO Box 237, Ayr QLD 4807

If an individual is not satisfied with a response provided by BPS, we encourage you to provide feedback and complainants to the BPS Privacy Officer in the first instance. If you remain dissatisfied we encourage you to refer your complaints to a recognised third-party dispute resolution scheme.

A list of external dispute resolution services recognised by the Office of the Australian Information Commissioner is published on the OAIC website and can be accessed via following the link below.

<https://www.oaic.gov.au/privacy-law/privacy-registers/recognised-edr-schemes>

Authorised: BOD © Burdekin Productivity Services	Document Number	Issue: 1    Rev: 1	Date issued: Aug 2019 Review Date: Aug 2020
		Page 3 of 4	



## PERSONALLY IDENTIFIABLE INFORMATION PRIVACY POLICY

In the final instance, under the Privacy Act 1988 (Privacy Act) you can make a complaint to the Office of the Australian Information Commissioner (OAIC) about the handling of your personal information. The Commissioner can be contacted at:

Office of the Australian Information Commissioner  
GPO Box 5218  
Sydney NSW 2001  
Phone: 1300 363 992  
Email: [enquiries@oaic.gov.au](mailto:enquiries@oaic.gov.au)

BPS will, from time to time, review and revise this Policy Statement. We reserve the right to amend this Policy Statement at any time.

Approved by the board of Burdekin Productivity Services Ltd. on 13<sup>th</sup> August, 2019.

Authorised: BOD © Burdekin Productivity Services	Document Number	Issue: 1    Rev: 1	Date issued: Aug 2019 Review Date: Aug 2020
		Page 4 of 4	