



## PRIVACY POLICY

We understand our methods of how we collect, use, exchange and protect your private and confidential information is important to you, and we value your trust. Therefore, our Privacy Policy outlines how we ensure we adequately maintain your private and confidential information, in accordance with the Privacy Act and the Australian Privacy Principles. Our Privacy Policy covers details of the following:

- What is "personal information";
- What information do we collect;
- How collect and use your personal information;
- What the purpose of collecting your personal information;
- How we store your personal information;
- How we can access and update your information;
- The process for you to make a complaint in relation to any misuse of your information; and
- How we view the security of your personal information.

This Privacy Policy applies to all personal information collected by Techcellence atf DSAJA Discretionary Trust (ABN 70 901 273 698) ("Techcellence") via the website located at [www.techcellence.com.au](http://www.techcellence.com.au) and during the course of providing you with Information Technology (IT) services.

### **1 What is "personal information"?**

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- (a) The Privacy Act 1988 (Cth) currently defines "personal information" as meaning information or an opinion about an identified individual or an individual who is reasonably identifiable:
- (i) whether the information or opinion is true or not; and
  - (ii) whether the information or opinion is recorded in a material form or not.
- (b) If information does not disclose your identity or enable your identity to be ascertained, it will in most cases not be classified as "personal information" and will not be subject to this privacy policy.

### **2 What information do we collect?**

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The kind of personal information that we collect from you will depend on how you use the website and what services we are engaged to provide. The personal information which We collect and hold about you may include:



- a. Information required to provide you with IT repair and support services for your computer and peripheral devices, including collateral services. We always try to collect only the information we need for the particular services that you have asked us to provide to you.
- b. If you are an applicant seeking employment or appointment as a contractor, so that we can assess your suitability.
- c. If you are an employee or contractor, for all purposes relevant to your employment or engagement with us.
- d. Further information may include for instance: email addresses, social media usernames and password, credit card details, user ID for accessing the website owner's service, or location information.

Information we request will only be that which is in some way related to the services we are asked to provide.

### **3 How we collect and use your personal information**

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Information we collect from you resulting from our website may include:

- (a) personal information from you whenever you input such information into the website:
- (b) cookies from your computer which enable us to tell when you use the website. This helps us to customise your website experience. As a general rule, however, it is not possible to identify you personally from our use of cookies. We may log IP addresses (that is, the electronic addresses of computers connected to the internet) to analyse trends, administer the website, track user movements, and gather broad demographic information.

The personal information we collect and store while undertaking services requested by you will depend on why you contact us and on which services and products you order and/or subscribe to. The information may include (but is not limited to):

- your name and contact details, including your physical address, email address and telephone number(s);
- your ABN;
- your bank account and/or credit card details;
- your employment history (which may include sensitive information), if you apply for a job with us;
- other employment-related information, if you apply for a job with us; and
- other information you may provide to us, e.g. through customer surveys.

Other ways we may collect your personal information when you interact with our business include:



### ***Direct collection***

When you fill out an electronic form on our website, sign up to our newsletter, enter one of our competitions, apply for a job with us, telephone us, send us an email or complete a customer survey.

### ***Social media***

We may collect information about you when you interact with us through these channels.

### ***Email lists***

We collect your email address and (if applicable) other contact details when you subscribe to our email lists. We only use this information to send you our newsletter, regular updates on our services, and to administer the lists. **One Affinity – marketing company.**

### ***Electronic forms***

We use e-forms to enable you to lodge a complaint, application or enquiry online via our website.

### ***Indirect collection***

In order for us to provide our services, we may collect personal information about you indirectly from third parties such as:

- publicly available sources; or
- your representatives, such as an assistant or colleague, an adult relative, a caregiver, who contacts us on your behalf.

## **4 How we store your information**

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All your information is stored electronically and securely in our database and other secure information systems. We do not send any of your personal information overseas. However, we use well-regarded third-party data storage services and we request that information is stored on Australian servers. However, your personal information may be transferred overseas or stored overseas for a variety of reasons, including by third party providers. It is not possible to identify each and every country to which your personal information may be sent. If your personal information is sent to a recipient in a country with data protection laws which are at least substantially similar to the Australian Privacy Principles, and where there are mechanisms available to you to enforce protection of your personal information under that overseas law, we will not be liable for a breach of the Australian Privacy Principles if your personal information is mishandled in that jurisdiction. If your personal information is transferred to a jurisdiction which does not have data protection laws as comprehensive as Australia's, we will take reasonable steps to secure a contractual commitment from the recipient to handle your information in accordance with the Australian Privacy Principles.



## **5 Access and correction**

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Australian Privacy Principle 12 permits you to obtain access to the personal information we hold about you in certain circumstances, and Australian Privacy Principle 13 allows you to correct inaccurate personal information subject to certain exceptions. We will take all reasonable and necessary steps to correct any inaccurate information as soon as practicable but will respond to any requests by no later than 30 days after a request is received by us.

In order to access your personal information, we will need to verify your identity. In some circumstances, we may refuse to correct your personal information, you can ask us to associate with it (for example, attach or link) a statement that you believe the information is incorrect and why. If you would like to obtain such access, please contact us as set out below.

## **6 Complaint procedure**

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If you have a complaint concerning the manner in which we maintain the privacy of your personal information, please contact us as set out below. All complaints will be considered by our office manager and we may seek further information from you to clarify your concerns. If we agree that your complaint is well founded, we will, in consultation with you, take appropriate steps to rectify the problem. If you remain dissatisfied with the outcome, you may refer the matter to the Office of the Australian Information Commissioner:

- online at: [www.oaic.gov.au/privacy](http://www.oaic.gov.au/privacy)
- by phone on: 1300 363 992
- via email to: [enquiries@oaic.gov.au](mailto:enquiries@oaic.gov.au)
- in writing to: GPO Box 2999, Canberra, ACT 2601
- fax on: +61 2 9284 9666

## **7 GDPR**

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In some circumstances, the European Union General Data Protection Regulation (**GDPR**) provides additional protection to individuals located in Europe. The fact that you may be located in Europe does not, however, on its own entitle you to protection under the GDPR. Our website does not specifically target customers located in the European Union and we do not monitor the behavior of individuals in the European Union, and accordingly the GDPR does not apply.

## **8 Security of your personal information**

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The security of your personal information is a high priority for us. We take reasonable steps to protect it from misuse, interference and loss, and from unauthorised access, modification or disclosure. Some of the ways we do this are:

- confidentiality requirements of our employees;
- security measures for access to our system;
- other security measures in our system (including keeping a record or 'audit trail' of when someone has added, changed or deleted personal information);
- electronic security measures in our system like firewalls and data encryption; and
- control of access to our office.



## **9 How to contact us about privacy**

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If you have any queries, or if you seek access to your personal information, or if you have a complaint about our privacy practices, you can contact us at:

At our office: Techcellence  
621b Dean St  
ALBURY NSW 2640  
Or by phone: (02) 6009 5112  
Or via email: [contact@techcellence.com.au](mailto:contact@techcellence.com.au)