

# *Aizer*<sup>TM</sup> GROUP

➤ *Creating Solutions that Build Opportunity*

## PRIVACY POLICY

**Aizer Group Pty Ltd (ABN: 70 149 976 974)**

Encompassing:

Aizer Insurance Builders Pty Ltd:	ABN: 16 607 531 886
Aizer Building Solutions Pty Ltd:	ABN: 50 121 419 341
Aizer Electrical Solutions Pty Ltd:	ABN: 85 134 820 581
Aizer Plumbing Solutions Pty Ltd:	ABN: 45 159 650 110
Aizer Trade Services Pty Ltd:	ABN: 61 607 531 699

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## 1.0. Background

Aizer Group is committed to complying with the provisions of the Privacy Act. This Policy explains how we handle Personal Information relating to individuals to ensure we meet our obligations under the Privacy Act. By providing us with your Personal Information, you consent to us collecting, holding, using and disclosing your Personal Information in accordance with this Policy.

## 2.0. Terminology

In this Policy the expressions “we”, “us” and “our” are a reference to Aizer Group and its subsidiary companies.

The expressions “you” and “your” refer to each and every individual whose personal information we may handle from time to time.

Any reference to us assuming an obligation under the Privacy Act or other privacy legislation can be interpreted as a reference to us also procuring our sub-contractors to undertake a reciprocal obligation to the extent relevant.

A list of defined terms is set out below:

- a) Company refers to Aizer Group Pty Ltd ABN 70 149 976 974, its subsidiary companies, operating divisions and business units;
- b) Personal Information means information or an opinion about an individual whose identity is apparent, or can reasonably be ascertained, from the information or opinion, including symbolic identifiers such as citizenship and immigration status; and
- c) Privacy Act means the *Privacy Act 1988* (Cth).

## 3.0. Protecting Personal Information

### 3.1 Purpose of Collection

Purposes for which we may collect Personal Information include, but are not limited to:

- a) to consider job applications, and whether to employ an individual;
- b) to retain an individual as a contractor;
- c) to interview and consider an individual as a prospective employee or contractor;
- d) to engage with a potential customer or supplier;
- e) for complaints handling or data analytics purposes; and
- f) for any other purpose permitted by law.

### 3.2 Types of Personal Information Collected

We only collect, use or disclose an individual’s Personal Information to the extent that this is reasonably necessary for one or more of our functions or activities. This may include the following kinds of information (but limited to):

- a) contact information including an individual's name, address, telephone number, email address, date of birth, next of kin, and emergency contacts;

- b) pre-employment information including date of birth, gender, Tax File Number, driving licenses, vehicle registrations, curriculum vitae, resume, evidence of academic and operational qualifications / licenses / certificates, company details, company number, pre-employment medical results, passport details, immigration status, drug, alcohol and other medical testing, psychometric testing / skills testing, reference checks, confirmation of professional memberships;
- c) information relating to an individual's payments, salary or wages (including group certificates, PAYG summaries, bank account details, tax file numbers and certain credit information (including garnishee orders on wages);
- d) information relating to an individual's employment with the Company or engagement for services (including leave details, medical records, performance information (including employee appraisals and discipline), training information, licenses and qualifications);
- e) certain sensitive information where relevant and/or required by law information obtained through criminal history checks, credit/bankruptcy checks, directorship searches and company checks;
- f) prospective or existing customer and supplier contact information including an individual's name, role title, address, company and company number, telephone number and email address;
- g) personal information held by a customer or business partner and provided to us for the purpose of providing a service to them or to their customers;
- h) site visitor information, including an individual's name, company, signature, and other basic identifying information;
- i) incident witness information, including an individual's name, personal address, telephone number, email address and signature.

### 3.3 Use and disclosure

Aizer Group will only use or disclose your personal information in accordance with the primary purpose of collection and reasonably related secondary purposes which may include the following:

- a) business improvement programs;
- b) disclosure of prospective contractor/employee personal information to a customer or client database in order to allow them to assess the suitability of the candidate to perform work for the client or customer while contracted to Aizer Group; and
- c) disclosure to maintenance personnel or other third-party contractors (including outsourced and cloud service providers) who may be unable to avoid accessing Personal Information in the course of providing technical or other support services to our Company.

Contractor information may from time to time be provided to:

- a) clients or customers for which the contractors will, or already, perform work while contracted to Aizer Group for the purpose of providing the them with transparent information regarding the resources provided to the client or customer by Aizer Group; and
- b) third party analysts, consultants or IT service providers, for the purpose of creating aggregated financial or business reports for Aizer Group, migrating data, upgrading systems and implementation.

### 3.4 Provision of Third Party Information

By consenting to this Policy, you confirm that, in any instance where you provide us with the Personal Information of a third party, you have:

- a) obtained the consent of that individual to our collection of the individual's Personal Information and our use of that Personal Information in accordance with this Policy; and
- b) prior to obtaining the consent of that individual, made all reasonable efforts to provide them with a copy of this Policy or advised the third party that a current copy of this Policy can be found on the Aizer Group website: [www.aizer.com.au](http://www.aizer.com.au)

## 4.0. Cross Border Disclosure

4.1. Personal Information may be sent offshore to related bodies corporate, as permitted by the Privacy Act and this Policy. Additionally, we may engage third party providers to host Personal Information, which may result in off-shore storage of Personal Information. We may also engage third party maintenance or support providers in relation to the transfer or storage of Personal Information overseas. Aizer Group takes reasonable steps to ensure that any third-party providers with access to your personal information in Australia or Overseas are required to comply with either, or a combination of:

- a) this Policy;
- b) *the Privacy Act 1998 (Cth)*;
- c) *The Australian Privacy Principles*
- d) another law, or binding scheme that protects Personal Information in a way that, overall, is at least substantially similar to the way in which the Australian Privacy Principles protect Personal Information and provides mechanisms for individuals to take action to enforce the protection of the law or binding scheme.

4.2. By submitting your personal information to Aizer Group, you expressly agree and consent to the disclosure, transfer and storage of your personal information outside of Australia. Aizer Group will take steps to ensure that your information is used by third parties securely and in accordance with the terms of this Privacy Policy.

4.3. Aizer Group has taken reasonable steps in line with APP 8 *Cross-border disclosure of personal information* to ensure privacy and protection of all personal information is maintained.

## 5.0. Data Quality and Security

5.1. Aizer Group has taken steps to help ensure your personal information is safe. You will appreciate; however, that Aizer Group cannot guarantee the security of all transmissions or personal information, especially where the Internet is involved.

5.2. The *Privacy Act (Cth) 1988* requires Aizer Group to take such steps as are reasonable in the circumstances to ensure that any recipients of your personal information outside of Australia do not breach the privacy principles contained within the *Privacy Act (Cth) 1988*. By providing your consent, under the *Privacy Act 1988 (Cth)*, Aizer Group acknowledges the importance of protecting personal information and has taken reasonable steps to ensure that your information is used by third parties securely and in accordance with the terms of this Privacy Policy.

5.3. We will take reasonable steps to:

- a) protect the Personal Information held by us from misuse, interference and loss;
- b) protect the Personal Information held by us from unauthorised access, modification or disclosure; and
- c) destroy or permanently de-identify Personal Information once we no longer require it for our business purposes.

## 6.0. Access to and Correction of Your Personal Information

6.1. You are entitled to have access to any personal information relating to you which Aizer Group holds, except in some exceptional circumstances provided by law. You are also entitled to edit and correct such information if the information is inaccurate, out of date, incomplete, irrelevant or misleading.

6.2. If you would like to access or correct any records of personal information Aizer Group holds about you (subject to the above) you can contact us via the details set out below.

Email: admin@aizer.com.au

Fax: (07) 5520 5629

Post: P.O. Box 2990, Burleigh BC, QLD, 4220

Telephone: 1300 480 443

## 7.0. Consent

7.1. By accepting our terms and conditions for our products & services, you are agreeing to the terms of this Privacy Policy.

7.2. We reserve the right to modify our Privacy Policy as our business needs require. We will notify you of such changes (whether by direct communication or by posting a notice on our website), after which, your continued use of our products, services or website or your continued dealings with us shall be deemed to be your agreement to the modified terms. If you do not agree to Aizer Group's continued use of your personal information due to the changes in Aizer Group's Privacy Policy, please contact Aizer Group via the details above.

7.3. If you have a complaint about the way in which we have handled any privacy issue, including your request for access or correction of your Personal Information, you should advise us via the contact details set out above.