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## K-Oz Plumbing Privacy Policy

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### 1.0 Purpose

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The purpose of this privacy policy is to provide information about the personal information K-OZ PLUMBING PTY LTD. collects, how that information will be handled, and how you can access your personal information or make a complaint about K-OZ PLUMBING PTY LTD.'s handling of the information.

### 2.0 Scope

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This Privacy Policy applies to personal information collected by K-OZ PLUMBING PTY LTD.

K-OZ PLUMBING PTY LTD. ensures the protection of any personal information it receives, as required by the Privacy Act 2009 (Privacy Act). As of June 2017, the meaning of "personal information" is: information or an opinion, including information or an opinion forming part of a database, whether true or not, and whether recorded in a material form or not, about an individual whose identity is apparent, or can reasonably be ascertained, from the information or opinion.

### 3.0 Collection of Personal Information

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#### 3.1 What personal information does K-OZ PLUMBING PTY LTD. collect and hold?

K-OZ PLUMBING PTY LTD. collects personal information only by lawful and fair means to fulfill the objectives of K-OZ PLUMBING PTY LTD. that is reasonably necessary for our functions or activities.

K-OZ PLUMBING PTY LTD. may collect personal information from individuals, third party entities, Commonwealth, State and territory agencies, and public sources. K-OZ PLUMBING PTY LTD. may also collect personal information from other sources including:

- comments and information via social media sites – Facebook, Twitter, LinkedIn and YouTube;
- individuals and/or organisations sign-up as registered customers, subscribe to the K-OZ PLUMBING PTY LTD. mailing list, purchase products or provide feedback via our website [www.kozplumbing.com.au](http://www.kozplumbing.com.au)



# K-OZ PLUMBING

- an individual contacts the K-OZ PLUMBING PTY LTD. (including via the email and telephone details listed on [www.kozplumbing.com.au](http://www.kozplumbing.com.au)) requesting information or advice about K-OZ PLUMBING PTY LTD.;
- communications by individual officers, employees and other representatives of K-OZ PLUMBING PTY LTD.;
- communications with government agencies, industry bodies, unions and other stakeholders and organisations in the course of promoting the viewpoints and interests of the Queensland plumbing industry;
- K-OZ PLUMBING PTY LTD. events or training programs;
- during the research of policy issues;
- records of contacts / stakeholders at media and other public relations events; K-OZ PLUMBING PTY LTD. corporate and personnel functions, including recruitment and employment activities; and
- communications with people in the course of pursuing K-OZ PLUMBING PTY LTD. objectives and managing K-OZ PLUMBING PTY LTD. corporate functions.

K-OZ PLUMBING PTY LTD. may also collect personal information through:

- “Cookies”, “IP addresses” and “session tokens”. K-OZ PLUMBING PTY LTD. has software on the website and servers called cookies and session tokens, which store information and enable our website to recognise individuals’ web browsers and remember certain information to assist individuals’ future use of our website. Your IP address may also be stored as an additional security measure and may be used to identify you; and
- Recording information individuals give us, e.g. if K-OZ PLUMBING PTY LTD. were to record telephone conversations with individuals for training and monitoring purposes (K-OZ PLUMBING PTY LTD. will only do this with the individuals’ consent, and individuals will have the option to ‘opt out’ of recording).

Your web browser supplies information that includes:

- Your internet domain (for example, ‘company.com.au’ if you use a private internet access account) and the IP address from which you access the K-OZ PLUMBING PTY LTD. website;
- The type of web browser used (for example, Internet Explorer version 10);
- Your computer’s operating system (for example, Windows or OS X)
- The date and time you access this information;
- The pages you visit and any documents downloaded; and
- If you followed a link to the K-OZ PLUMBING PTY LTD. website from another website – the address of that website.



K-OZ PLUMBING PTY LTD. does not collect sensitive information (e.g. information about an individual's race, ethnic origins, political opinions or association, trade or professional associations and memberships, union membership, criminal record or health information) unless:

- the individual has consented to the collection of the information and the information is reasonably necessary for one or more of K-OZ PLUMBING PTY LTD.'s functions or activities; or
- the collection is required or permitted by law.

## 3.2 What is the purpose of collecting personal information?

The K-OZ PLUMBING PTY LTD. only collects personal information for the purpose for which K-OZ PLUMBING PTY LTD. collects that information and any directly related purpose, including:

- Performing our role as an industry body, including the provision of membership services, and compilation of membership statistics;
- Managing a mailing list, for the distribution of K-OZ PLUMBING PTY LTD. news, information, functions, initiatives and activities;
- Providing K-OZ PLUMBING PTY LTD. services and events;
- Maintaining a directory of members and capabilities;
- Supporting K-OZ PLUMBING PTY LTD. related groups and partnerships;
- Supporting business-to-business networking;
- Providing products and services requested by individuals and organisations;
- Undertaking marketing purposes and to provide information about products and services that may be of interest to individuals and organisations;
- Improving the products and services K-OZ PLUMBING PTY LTD. provides; and
- Conducting our business, including meeting our legal and regulatory obligations.

Generally we will tell the individual why we are collecting the information, prior to or when we collect it. If all or some of an individual's personal information is not collected, K-OZ PLUMBING PTY LTD. may not be able to provide all the benefits, services or products to the individual.

## 3.3 How and from whom does K-OZ PLUMBING PTY LTD. collect personal information?

K-OZ PLUMBING PTY LTD. only collects personal information by lawful and fair means. K-OZ PLUMBING PTY LTD. collects personal information about individuals directly from those individuals or their authorised representatives, as a result of, and in connection with, K-OZ PLUMBING PTY LTD.'s on-going business relationship with those individuals.



K-OZ PLUMBING PTY LTD. may sometimes collect personal information from a third party or from a publicly available source, but only if it is unreasonable or impracticable to collect that personal information from the individual.

## 3.4 Unsolicited personal information

If we receive personal information about you that we have not requested, and we determine that we could not have lawfully collected that information under the APPs had we asked for it, we will destroy or de-identify the information if it is lawful and reasonable to do so.

## 4.0 Disclosure

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### 4.1 When K-OZ PLUMBING PTY LTD. may disclose personal information

K-OZ PLUMBING PTY LTD. may disclose personal information to third parties:

- engaged by us to provide products or services, or to undertake functions or activities, on our behalf. For example, processing payment information, managing databases, marketing, research and advertising;
- that are our external advisers, e.g. where disclosure is reasonably required to obtain advice, prepare legal proceedings or investigate suspected unlawful activity or serious misconduct; and
- as required or permitted by law.

### 4.2 Sensitive information

K-OZ PLUMBING PTY LTD. will only use or disclose an individual's sensitive information for the purpose for which it was initially collected (the 'primary purpose') or for another purpose only with your consent or if required or permitted by law.

### 4.3 Marketing use and disclosure

K-OZ PLUMBING PTY LTD. may use and disclose individuals' personal information (other than sensitive information) to provide individuals with information about our products and services that we consider may be of interest to the individual.



An individual may contact us (refer to [www.kozplumbing.com.au](http://www.kozplumbing.com.au) - 'Contact Us' tab) if they wish to cease receiving further marketing offers, via email or otherwise. Direct marketing offers will contain an opportunity to opt out from receiving further communications of this nature.

## 4.4 Overseas disclosure

K-OZ PLUMBING PTY LTD. will not disclose personal information to overseas recipients, other than where it is necessary to provide personal information.

Any overseas disclosure does not affect our commitment to safeguarding individuals' personal information. Where reasonable in the circumstances, our contracts with overseas recipients will oblige them to comply with the APPs and the Act.

However, individuals acknowledge that, in agreeing to the disclosure of their information to overseas recipients, we will no longer be required to take reasonable steps to ensure overseas recipients' compliance with the APPs in relation to the individual's information and we will not be liable to the individual for any breach of the APPs by those overseas recipients. On this basis, individuals consent to such disclosure when supplying their personal information to K-OZ PLUMBING PTY LTD..

## 5.0 Quality of Information

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K-OZ PLUMBING PTY LTD. will take reasonable steps to ensure that the information we collect, use and disclose is accurate, complete and up-to-date. However, K-OZ PLUMBING PTY LTD. relies on individuals to advise us of any changes or corrections to the information we hold about the individual. An individual is able to contact us (refer to [www.kozplumbing.com.au](http://www.kozplumbing.com.au) - 'Contact Us' tab)) and ask for the correction of personal information we hold if the individual believes the information we hold is inaccurate or incomplete.

## 6.0 Security of Personal Information

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K-OZ PLUMBING PTY LTD. takes all reasonable steps to keep personal information protected from loss and misuse and unauthorised access, modification and disclosure. We use a variety of physical and electronic security measures including restricting physical access to our offices, firewalls, appropriate encryption and secure databases.

When personal information that we collect is no longer required, we will take reasonable steps to destroy or permanently de-identify the personal information.



## 7.0 Access of Personal Information

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You may gain access to personal information that we hold about you on reasonable notice by contacting us (refer to [www.kozplumbing.com.au](http://www.kozplumbing.com.au) – ‘Contact Us’ tab). You may ask us to correct any errors or delete the information we have about you. You may also opt out of any further contact from us.

To protect your privacy and the privacy of others, we may require evidence of your identity before we can give you access to information about you or change it. We may deny your access where accepted by law, or if your request is frivolous or vexatious.

There may also be occasions where this access may be denied under the exemptions contained in the Act. If we deny access in some circumstances, we will advise the individual about the reasons.

No fee applies for requesting access to information we hold about individuals. However, we reserve the right to charge a reasonable fee where we do provide access.

## 8.0 Correction of Personal Information

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An individual may contact us (refer to [www.kozplumbing.com.au](http://www.kozplumbing.com.au) – ‘Contact Us’ tab) to correct the personal information that we hold. We will deal with the request within a reasonable period after the request is made. We will take all reasonable steps to correct that information and ensure that, having regard to the purpose for which it is held, the information is accurate, up-to-date, complete, relevant and not misleading.

## 9.0 Availability of Privacy Policy and Amendments

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This policy is available upon request. It will be reviewed from time to time as required and any amendments will be included in the updated policy.

We reserve the right to revise this Privacy Policy or any part of it from time to time. Please review this Policy periodically for changes. Any revised policy will be placed on our website at [www.kozplumbing.com.au](http://www.kozplumbing.com.au)



An individual's continued use of our website, products or services, requesting our assistance, or the provision of further personal information to us after this Privacy Policy has been revised, constitutes the individual's acceptance of the revised Privacy Policy.

## 10.0 Making a Complaint

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An individual may contact us (refer to [www.kozplumbing.com.au](http://www.kozplumbing.com.au) – 'Contact Us' tab) to complain about a breach of this Privacy Policy or the APPs. K-OZ PLUMBING PTY LTD. will handle any complaints promptly in a professional manner by referring the matter to an internally appointed Privacy Officer.

K-OZ PLUMBING PTY LTD. will endeavour to remedy any breaches of this Privacy Policy or the APPs and put procedures in place to ensure any such breaches are not repeated. If the complainant is not satisfied with the manner in which the K-OZ PLUMBING PTY LTD. has handled a complaint, a further complaint can be submitted to the Office of the Australian Privacy Commissioner.

## 11.0 How to Contact Us:

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For further information contact us at:

**Natalie Johnson**

**Phone: (07) 39016042**

**Email: [info@K-Oz Plumbing Pty Ltd..com.au](mailto:info@K-Oz Plumbing Pty Ltd..com.au)**

## 12.0 Approval and Sign Off:

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<b>Policy Written By:</b> MPAQ	<b>Position:</b> Office Manager	<b>Date:</b> August, 2020
<b>Approved By:</b> Executive Director	<b>Approved Date:</b> August, 2020	<b>Next Review Date:</b> August, 2020