

# PRIVACY POLICY



## PRIVACY POLICY STATEMENT

Willowdene Constructions is committed to providing quality services to our customers and this policy outlines our ongoing obligations to our clients in respect of how we manage your Personal Information.

We have adopted the Australian Privacy Principles (APPs) contained in the Privacy Act 1988 (Cth) (the Privacy Act). The APPs govern the way in which we collect, use, disclose, store, secure and dispose of your Personal Information.

A copy of the Australian Privacy Principles may be obtained from the website of The Office of the Australian Information Commissioner at [www.oaic.gov.au](http://www.oaic.gov.au)

### What is personal information and why do we collect it?

Personal Information is information or an opinion that identifies an individual. Examples of Personal Information we collect include names, addresses, email addresses, phone and facsimile numbers, license details.

At Willowdene Constructions personal information is obtained in many ways including but not limited to interviews, correspondence by telephone and facsimile, by email, via our website <https://www.willowdene.biz/>, from client website, from media and publications, from other publicly available sources and from third parties. We do not guarantee website links or policy of authorised third parties.

We collect personal information from our employees and contractors for the primary purpose of providing our services to clients and marketing. We may also use personal information for secondary purposes closely related to the primary purpose, in circumstances where the client would reasonably expect such use or disclosure.

When we collect personal information we will, where appropriate and where possible, explain to our employees and contractors why we are collecting the information and how we plan to use it.

## **Sensitive information**

Sensitive information is defined in the Privacy Act to include information or opinion about such things as an individual's racial or ethnic origin, political opinions, membership of a political association, religious or philosophical beliefs, membership of a trade union or other professional body, criminal record or health information. Sensitive information will be used by us only:

- For the primary purpose for which it was obtained
- For a secondary purpose that is directly related to the primary purpose
- With the persons consent, or where required or authorised by law.

## **Third parties**

Where reasonable and practicable to do so, we will collect personal information only from employees and contractors. However, in some circumstances we may be provided with information by third parties. In such a case we will take reasonable steps to ensure that the person(s)/organisation(s) are made aware of the information provided to us by the third party.

## **Disclosure of personal information**

Personal Information may be disclosed in a number of circumstances including the following:

- Third parties where you consent to the use or disclosure; and
- Where required or authorised by law.

## **Security of personal information**

Personal information is stored in a manner that reasonably protects it from misuse and loss and from unauthorized access, modification, or disclosure.

When personal information is no longer needed for the purpose for which it was obtained, we will take reasonable steps to destroy or

permanently de-identify personal information. However, most of the personal information is or will be stored in files which will be kept by us for a minimum of 7 years.

### **Access to personal information**

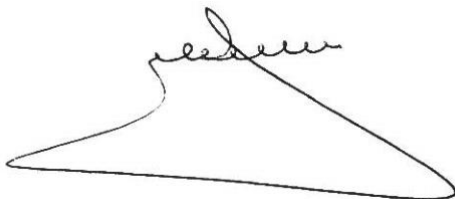
Employee(s) may access the Personal Information we hold about them and to update and/or correct it, subject to certain exceptions. If an employee wishes to access their personal information, they will be required to contact us in writing.

Willowdene Constructions will not charge any fee for access request. In order to protect personal information, the company may require identification before releasing the requested information.

### **Updating personal information**

It is an important to us that your Personal Information is up to date. We will take reasonable steps to make sure that your Personal Information is accurate, complete and up to date. If you find that the information we have is not up to date or is inaccurate, please advise us as soon as practicable so we can update our records and ensure we can continue to provide quality services to you.

This Policy may be reviewed from time to time and is available on our share computer drive. If you have any queries or complaints about our Privacy Policy, please contact us at [info@willowdene.biz](mailto:info@willowdene.biz)



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