



# Privacy Policy

## **POLICY STATEMENT:**

Interglo Lighting is committed to ensuring that your privacy is respected in accordance with the Australian Privacy Principles.

This policy sets out how we aim to protect the privacy of personal information, your rights in relation to personal and sensitive information managed by Interglo Lighting and the way in which we collect, use, disclose and access personal information.

By providing personal information to Interglo Lighting, you consent to its use, storage and disclosure in accordance with this Privacy Policy.

## **DEFINITIONS:**

**Personal information:** is information or an opinion (including information that forms part of a database) about an individual whose identity is reasonably apparent, or can be reasonably ascertained, from the information or opinion. This definition applies whether the information is true or not and whether it is recorded in material form or not.

## **PROCEDURES:**

### **a. Data Collection**

When will we collect your personal information? We may collect information:

- when your details are provided to Interglo Lighting in an application for services, tender/quote request, survey, feedback form or incident report
- from a client of Interglo Lighting
- from a person subscribing to any publication of Interglo Lighting, including electronic publications
- when entering your personal information into, or you agree to have personal information entered into, one of Interglo Lighting's online systems or databases
- when you access the Interglo Lighting website or engage via social media
- when you contact Interglo Lighting via email, telephone or mail
- when you participate in any program, activity or event organised or authorised by Interglo Lighting
- when you apply for employment or with Interglo Lighting
- if you are elected or appointed to the advisory committee of Interglo Lighting.

Personal information may also be collected, including from third parties, when we are required to do so by law (for education, work health and safety laws, charitable collections, and medical treatment or as a consequence of other legislation in Australia).

**b. What type of personal data will we collect?**

- Interglo Lighting considers the collection of relevant data as necessary for the provision of services.
- The information collected by us will vary depending on the circumstances of collection. It may include, but is not limited to, a person's contact details (name, email/postal address, phone number), date of birth, gender, driver's licence number, passport number, superannuation details, employment history, qualifications or communication history with us.

**c. Interglo Lighting Website**

- In visiting our website, our systems may record certain information about accessing the site, including the web pages visited and the time and date of the visit. We use this information to help analyse and improve the performance of our website.
- In addition, we may use 'cookies' on our website. Cookies are small text files that assist our website to retain user preferences to improve the user experience. In some cases, the cookies that we use may collect some personal information. We will treat this information in the same way as other personal information we collect. Cookies can be disabled on internet browsers to prevent this information being collected if you wish; this may affect your website experience by removing the benefits of enhanced browsing.
- Websites linked to our website operate in accordance with their own privacy standards, policies or procedures, and we take no responsibility for the collection, use, disclosure or security of any personal information that you provide to a third-party website.

**d. Storage, Security and Protection of Information**

- Security of personal information is important to Interglo Lighting. We store information in different ways, including paper and electronic form. We have taken steps to protect the information we hold from misuse, loss, unauthorised access, modification or unauthorised disclosure.
- We manage the security of your personal information through confidentiality requirements of our employees and contractors, as well as security measures for system access and our website.
- Information we collect from and about individuals may be stored electronically on databases and combined or linked with other information held about you for the purpose of providing our services, such as billing, communication and project and client relationship management.

**e. Use of Personal Information**

- We use personal information only for the purposes for which it was collected and would be reasonably expected (and as otherwise required, permitted or authorised under law). We may state a more specific purpose when we collect your information.
- Interglo Lighting may use personal information to:
  - verify identity
  - complete background checks
  - operate and administer our business

- provide information and communications in relation to our services
- comply with laws and regulations
- respond to emergency situations involving or requiring medical treatment.
- We may use health information to ensure that our business is conducted safely and in accordance with any special health requirement of participants. Health information may also be kept for insurance purposes.

**f. Marketing & Opting-out**

- We may use non-sensitive personal information to provide better services and for marketing purposes (including disclosure of such information to service providers).
- To opt- out of receiving emails, SMS or posted marketing or communications materials please contact our Marketing & Communications Manager, who will action your request.

**g. Photographs and Filming**

- Permission must be sought from all participants and the client (where applicable) prior to any filming or photography. Once permission has been granted participants acknowledge that images may be used in the public domain to promote the business.
- Staff/contractors identifying unauthorised photography or filming are to immediately report this to their supervisor/manager.
- In some instances, CCTV filming may be used on site by third parties. Your privacy in this instance would be protected by the Privacy Policy of the business responsible for the operation of the CCTV.

**h. Disclosure of Personal Information**

Interglo Lighting may disclose personal information to:

- State/Commonwealth Governments or their agencies or statutory/regulatory bodies
- companies we engage to carry out functions and activities on our behalf
- our professional advisers, including our accountants, auditors and lawyers
- our insurers
- organisations or in other circumstances permitted by law.

**i. Cross Border Disclosure**

Currently there are no occasions where Interglo Lighting discloses personal information to an overseas entity. In the event of such a circumstance, we will endeavour to ensure such parties are subject to a law, binding scheme or contract that effectively upholds principles for fair handling of the information that are suitably similar to the Australian Privacy Principles.

## **j. Other Disclosures**

In addition, we may also disclose personal information:

- with express or implied consent
- when required or authorised by law
- to an enforcement body when reasonably necessary
- to lessen or prevent a threat to an individual or public health or safety
- where a permitted health situation exists.

## **k. Accessing and Correction of Information Held by Interglo Lighting**

- We will take all reasonable steps to ensure that the personal information we collect, use or disclose is accurate, complete, up-to-date, relevant and not misleading. We rely on the accuracy of personal information as provided to us both directly and indirectly.
- Individuals have a right to access their information held by Interglo Lighting, please direct all requests for such access in writing to the Managing Director, Cameron Ely.
- To protect your privacy, Interglo Lighting will not process a request for access to personal information without proof of identification. When you request information on behalf of another person, you must be their authorised representative or their legal representative if the person is deceased. We will advise the applicant requesting the information of the evidence required to process the request.
- A fee will be charged to prepare the requested information to cover costs such as staff time and photocopying. This fee will be discussed prior to preparing and providing the information.
- We will respond to your request within a reasonable period, usually within 30 days. If it is found that the personal information we hold is inaccurate, incomplete or out-of-date, we request notification and the details will be corrected.

## **l. Resolving Privacy Issues and Complaints**

- Any issues or complaints in relation to the collection, use, disclosure, quality, security of and access to personal information may be made to Interglo Lighting's Managing Director.
- We will respond to a complaint within a reasonable period and attempt to resolve the complaint.
- If we are unable to resolve a complaint or the complainant is unsatisfied with the outcome, contact the Office of Australian Information Commissioner by phoning 1300 363 992 or visit the website [www.oaic.gov.au](http://www.oaic.gov.au) to lodge a complaint.
- For further information on Interglo Lighting's management of personal information, please contact us.

## **m. Contacting Us**

All requests related to privacy and this policy should go to Interglo Lighting at [sales@interglo.com.au](mailto:sales@interglo.com.au).

Or to Interglo Lighting, 11 Plane Tree Ave, Dingley, Vic. 3172