

Wednesday, 27 May 2015

APP Privacy Policy

E&C Security Systems Pty Ltd (ABN 85 000 468 726) ("E&C") understands that our customers, other stakeholders and members of the public we deal with value their privacy and wish to have their personal information kept secure. For these reasons, E&C is committed to protecting your privacy and places a high priority on the security of information we hold.

The purpose of this Privacy Policy is to tell you what kind of information we may gather about you, how we may use that information, whether we disclose it to anyone, and the choices you have regarding our use of, and your ability to correct this information.

If whilst reading this policy you are unclear on any of the matters or simply want more information, please use our online enquiry form to contact us www.eandcsecurity.com.au

Your Acceptance of this Privacy Policy

By providing us with your personal information or entering into contracts with us, you agree to the terms of this Privacy Policy.

Collecting Personal Information

E&C collects personal information only if it is relevant and necessary to providing the service or product you have requested from E&C. In general we collect and hold the following information:

- Personal information including Name, Address, Telephone Number, Mobile Number, Fax Number and Email Address
- Company information including Company Name / Trading Name, ABN, Address, Telephone Number, Mobile Number, Fax Number and Email Address
- Site specific information including Name, Address, Telephone Number, Mobile Number, Fax Number, Email Address, Passwords, Voice Codes and Floor Plans
- Other information as required such as an application for employment and supporting documentation, or other information you may disclose to us as part of our business relationship, or is contained in communications between us and you

Purposes of Collection

E&C collects information which enables us to conduct our business and provide services. These services include, but are not limited to the design, installation and maintenance of Electronic Security Systems as well as Monitoring and Guard / Patrol works.

As part of the above, the following third parties may have access to personal information:

- Control Rooms
- Patrol / Guard Companies
- Installation contractors
- IT technicians

E&C will not otherwise disclose information about you unless the disclosure is:

- Required by law
- Authorised by law
- Consented by you

E&C does not disclose personal information to overseas recipients.

Quality of Your Personal Information

E&C aim to ensure that your personal information is accurate, complete and up to date. To assist us in this, you need to provide true, accurate, current and complete information about yourself as requested and properly update the information given to us to keep it true, accurate, current and complete.

If you believe that the information is inaccurate or incomplete, please contact us and we will use all reasonable efforts to correct the information.

Unsolicited Information

If E&C receives unsolicited personal information and we determine that we could not have collected the personal information from you, and the information is not contained in a Commonwealth record, we will, as soon as practicable but only if it is lawful and reasonable to do so, destroy or de-identify the information.

Accessing your Personal Information

To access the personal information we hold about you, please send a written request to us which we will endeavour to respond within 14 days. Generally, E&C will try to grant access to the personal information and there is no fee for this request, although we may apply a charge for giving access to the personal information.

E&C may refuse to give access to the personal information where for example giving access would disclose commercially sensitive information or information relating to existing or anticipated legal proceedings. If we refuse to provide you with access to personal information held about you by us, then we will provide written reasons for the refusal and advise you of available avenues of redress.

Securing Your Personal Information

E&C is committed to maintaining the security and confidentiality of the data you provide us with and we will take all reasonable precautions to protect your personal information from unauthorised disclosure, use or alteration.

E&C maintains appropriate security, data collection, storage and processing practices to ensure reasonable steps are taken to protect your personal information from misuse, interferences, loss authorised access, modification or disclosure. Where this information is no longer required, E&C will take reasonable steps to destroy or de-identify the information.

E&C has various security measures in place to protect your information including:

- Our office only allows authorised access via an access control system
- Our office is monitored by CCTV
- Our office is securely locked and alarmed after hours
- All computers have password protection
- All applicable softwares have password protection
- All employees are subject to obligations of confidentiality
- Password policy

Website

Information regarding the E&C website and privacy can be found at www.eandcsecurity.com.au

Changes to this Privacy Policy

This Privacy Policy is not a static document and we may revise and make amendments from time to time for any reason. Any revised version will be deemed to be applicable from the first date it was been published on our website at www.eandcsecurity.com.au. We encourage you to check our website regularly for any updates to our Privacy Policy.

Contacting us or Making a Complaint

The collection and integrity of personal information is of the utmost importance to E&C. If you believe an act or practice of E&C has breached the Privacy Act, you can lodge a complaint free of charge by contacting us using our online enquiry form www.eandcsecurity.com.au

Alternatively, you can contact us via:

Telephone: 1300 133 899

Email: info@eandcsecurity.com.au

Mail: E&C Security Systems Pty Ltd, PO Box 3056, MARRICKVILLE METRO NSW 2204

If you are unhappy with our resolution of your complaint or with the way E&C has handled your complaint, you may be able to refer to the matter to the Office of the Australian Information Commissioner ("the Commissioner") (see <http://www.oaic.gov.au> for further details).