

## Privacy Policy POL-HSEQ-009

This privacy policy sets out how Natural Area uses and protects any information that our Clients, Suppliers, Contractors and Employees provide. Natural Area is committed to ensuring that privacy is protected. Should we ask you to provide certain information by which you can be identified when using our services, then you can be assured that it will only be used in accordance with this privacy policy.

We require information to understand your needs and provide you with a better service, and in particular for the following reasons:

- Internal record keeping.
- For the purpose of confirming an employee's right to work in Australia and their associated licences and qualification.
- We may use the information to improve our products and services.
- We may periodically send promotional emails relating to new products, special offers or other information which we think you may find interesting using the email address which you have provided.
- From time to time, we may also use your information to contact you for market research purposes; we may contact you by email, phone or mail.
- We may use the information to customise our website according to your interests.

We may collect the following information:

- your name
- position and employer details
- contact information including email address
- other information collected on customer surveys
- information collected on employee forms relating to licences and qualifications.

We collect information from physical forms which are stored on our secure sever and are password protected. We are committed to ensuring that your information is secure. To prevent unauthorised access or disclosure we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect.

We will never provide your information to a third party for marketing or promotional purposes and we will never sell your information.

Individuals can contact Natural Area directly ([info@naturalarea.com.au](mailto:info@naturalarea.com.au)) if they wish to access or change the personal information which we have stored. If an individual believes that Natural Area has breached their rights according to the Privacy Act then they should contact Natural Area directly or lodge a complaint with the Office of the Australian Information Commissioner.

The Australian Privacy Principles (or APPs) are the cornerstone of the privacy protection framework in the Privacy Act 1988; these principles apply to Natural Area.

- 1 **Open and transparent management of personal information** – Natural Area will manage personal information in an open and transparent way.
- 2 **Anonymity and pseudonymity** - Individuals have the option of not identifying themselves, or of using a pseudonym, when dealing with Natural Area in relation to a particular matter.
- 3 **Collection of solicited personal information** – Natural Area will not collect personal information (other than sensitive information and only if the individual consents) unless the information is reasonably necessary for one or more of Natural Area’s functions or activities.
- 4 **Dealing with unsolicited personal information** – Natural Area will destroy any unsolicited personal information.
- 5 **Notification of the collection of personal information** – Natural Area will ensure individuals are informed if we intend on collecting personal information.
- 6 **Use or disclosure of personal information** – Natural Area will not disclose personal information without prior consent.
- 7 **Direct marketing** – Natural Area will not use or disclose personal information for the purpose of direct marketing.
- 8 **Cross-border disclosure of personal information** – Natural Area is not likely to disclose your personal information to anyone overseas, in the case that this does occur and Natural Area discloses personal information about an individual to a person who is not in Australia or an external Territory, we will take such steps as are reasonable in the circumstances to ensure that this recipient does not breach the Australian Privacy Principles.
- 9 **Adoption, use or disclosure of government related identifiers** – Natural Area will not adopt a government related identifier of an individual as our own identifier of the individual. A government related identifier is a number, letter or symbol, or a combination of any or all of those things, that has been assigned by certain government entities and is used to identify the individual or to verify the identity of the individual.
- 10 **Quality of personal information** – Natural Area will take such steps (if any) as are reasonable in the circumstances to ensure that the personal information that we collect is accurate, up-to-date and complete.
- 11 **Security of personal information** – Where Natural Area holds personal information, we will take reasonable steps to protect the information from misuse, interference and loss; and from unauthorised access, modification or disclosure.
- 12 **Access to personal information** – Where Natural Area holds your personal information, on request by the individual we will give the individual access to the information.
- 13 **Correction of personal information** – If personal information held by Natural Area is inaccurate, out of date, incomplete, irrelevant or misleading, we will take steps to correct the information.

<b>Document Title</b>	Privacy Policy				
<b>Location</b>	NACMS MS Master/HSEQ System/HSEQ Policies/POL-HSEQ-009 Privacy Policy.docx				
<b>Draft/Version No.</b>	<b>Date</b>	<b>Changes</b>	<b>Prepared by</b>	<b>Approved by</b>	<b>Status</b>
V1	04/04/2017		KH	LS	Superseded
V2	01/06/2018	New naming protocol	HT	LS	Superseded
V3	25/06/2019	Annual review	HT	LS	Superseded
V4	07/07/2020	Annual review	KE	LS	Superseded
V5	27/05/2021	Annual review, inclusion of APPs	KC	BC	Released