

Privacy Policy

Jomar Maintenance Pty Ltd has developed and implemented this Privacy Policy and every team member is to be made aware of this policy and it shall be provided upon request to both company personnel and to the public.

1. Privacy Policy

Jomar Maintenance Pty Ltd is committed to providing quality services to its clients and this policy outlines our ongoing obligations to them in respect of how we manage their Personal Information.

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

2. What is Personal Information and why would we collect it?

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

This Personal Information is obtained in many ways, including through correspondence, by telephone, by email, via our website www.jomarmaintenance.com.au, from a client's website, from media and publications, from other publicly available sources and from third parties. We don't guarantee website links or policy of authorised third parties.

We collect Personal Information for the primary purpose of providing our services to clients, providing information to our clients and for marketing reasons. We may also use collected Personal Information for secondary purposes closely related to the primary purpose, in circumstances where you would reasonably expect such use or disclosure. You may unsubscribe from our mailing / marketing lists at any time by contacting us in writing.

When we collect Personal Information, we will, where appropriate and where possible, explain why we are collecting the information and how we plan to use it.

3. 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 consent; or where required or authorised by law

4. Third Parties

Where reasonable and practicable to do so, we will collect Personal Information only from our clients. 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 our clients are made aware of the information provided to us by the third party.

5. Disclosure of Personal Information

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

- Third parties where consent to the use or disclosure has been received; and
- Where required or authorised by law

6. 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 this Personal Information. However, most of the Personal Information is or will be stored in client files which will be kept by us for a minimum of 7 years.

7. Access to your Personal Information

A client may access the Personal Information we hold about them and to update and/or correct it, subject to certain exceptions. If a client wishes to access the Personal Information we hold about them, a request in writing is required.

Jomar Maintenance Pty Ltd will not charge any fee for this access request but may charge an administrative fee for providing a copy of the requested Personal Information.

In order to protect Personal Information, we may require identification from the requestor before releasing information.

8. Maintaining the Quality of your Personal Information

It is important to us that collected Personal Information is up to date. We will take reasonable steps to make sure that collected Personal Information is accurate, complete and up to date. If a client finds 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.

9. Policy Updates

This Policy may change from time to time and is available on our website.

10. Management Liaison Representatives

In matters relating to our privacy policy, the Director of Jomar Maintenance Pty Ltd is the nominated and authorised officer to speak to external bodies on behalf of the company.

This policy will be reviewed at least every 12 months or as changes require.

11. Contact details

Please use the following contact details to report any Privacy related issues or to request a copy of Jomar Maintenance Pty Ltd's Privacy Policy.

Office +61 (3) 9853-8918
Fax +61 (3) 9853-8919

Signed:

Date:

Dean Comer
Director
0412 299 462
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