
POLICY

Area: 2
Dept: 7
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Issue#: 1.1

Privacy

Our Policy:

Safety Direct Solutions (SDS) understands the importance of personal information such as name, address, date of birth, personal email address etc. SDS is committed to managing and protecting this information that employees and participants share with us.

Through this policy SDS seeks to ensure that you will be able to deal with us in the confidence that personal information is only used by the organisation in ways that are legal, ethical and secure.

This Privacy Policy explains the current information handling practices at SDS.

1. INFORMATION COLLECTION AND RETENTION

1.1. Personal information is collected from all internal staff and participants. Examples of this personal information are:

- Name
- Address
- Telephone number
- Date of birth
- Gender
- Language spoken at home
- Video footage (this is collected during training sessions)
- Student results
- Educational qualifications

1.2. SDS is unlikely to disclose personal information to overseas recipients.

1.3. The personal information is usually collected directly via internal employee forms and course enrolment processes. Personal information can also be collected during training sessions.

- 1.4. All personal information is used for the purposes that it is provided for. For example, if you request information about a course, we will use this information to process your course enquiry. If you are an SDS employee, we may use and disclose personal information to our clients. This includes details of employee qualifications for training purposes and details of medical results for labour hire purposes.
- 1.5. All personal information relating to employees is disclosed ethically and responsibly and is only disclosed to authorised representatives of our clients.

2. INFORMATION SECURITY

- 2.1 SDS takes reasonable steps to ensure personal information is protected from misuse, loss, authorised access, modification or inappropriate disclosure.
- 2.2 SDS keeps both hard copy and electronic records on our premises and systems offsite using trusted third parties. Our security safeguards include:

ELECTRONIC SYSTEM SECURITY

- SDS has firewalls and anti-virus software systems to protect against unauthorised access to our systems
- SDS has an information management back-up system with our externally contracted IT provider.

BUILDING SECURITY

- SDS has appropriate building security including alarm systems and suitable lockable mechanisms for all access points.

ACCIDENTAL OR UNAUTHORISED ACCESS

- SDS take very seriously, and act promptly regarding, any accidental or unauthorised use or disclosure of personal information.
- SDS permits access to personal information based on defined job roles and requirements.

3. ACCESSING INFORMATION

- 3.1 SDS recognised that participants and employees have a right to request access, and a right to request correction of personal information we may hold about them. Individuals should make such requests in writing to:

Position: Chief Executive Officer
Telephone: (08) 9240 2200
Mail: PO Box 893
Balcatta WA 6914
Website: www.sdswa.com.au
Email: admin@sdswa.com.au

4. MAKING A COMPLAINT

4.1 SDS has a documented Customer Feedback and Complaints Policy. If you wish to provide feedback or make a complaint SDS has a Feedback, Complaints and Appeals Form that can be completed and forwarded as per our Policy. Please contact SDS office if you require these documents.

4.2 Complaints can be directed to:

Position: Chief Executive Officer

Telephone: (08) 9240 2200

Mail: PO Box 893
Balcatta WA 6914

Website: www.sds wa.com.au

Email: admin@sds wa.com.au

4.3 The SDS Management team will respond to the feedback provided and escalate it where necessary, as per our documented policy. If you do not believe the response to the feedback or complaint is satisfactory, you can contact the Office of the Australian Information Commissioner on:

Office of the Australian Information Commissioner

Telephone: 1300 363 992

Mail: GPO Box 5218 Sydney NSW 2001
GPO Box 2999 Canberra ACT 2601

Website: www.oaic.gov.au

Email: enquiries@oaic.gov.au

Authorised by:



Stewart Masson
Chief Executive Officer

“Delivering elite level safety training and emergency management resources and personnel to industry”