

Privacy Policy





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1 Summary

At RES. Business IT we are committed to protecting your privacy and understand the importance of protecting your personal information. RES. Business IT manage personal information in accordance with the Privacy Act 188 (Cth) and the Australian Privacy Principles (APP). The policy documents how we collect, store, use and disclose your personal and sensitive information between the parties, whether written or oral, relating to the same or similar subject matter.

2 Privacy is important to us

RES. Business IT understand our customers desire to keep their business information, as well as personal information private and confidential.

The impacts of security and privacy breaches are a common driver for our work with customers, and we strive to demonstrate the highest possible principles in order to build confidence and mutual trust.

The information you share with us assists in the preparation of solutions and to aid in business communications. However we understand that this information must be treated with the upmost of respect and care.

3 Principles

3.1 Personal Information and Sensitive Information

Personal information is any information about you that is personal or sensitive in nature. This information includes your name and contact details, and any other information that we obtain or receive in relation to you.

Sensitive Information is a special category of personal information as described in the Australian Privacy Act (1988). This information includes your professional memberships or associations to trade unions, criminal records, health records, racial or ethnic origin, political memberships, associations or opinions, religious beliefs, sexual preferences or philosophical beliefs.

The nature of our work with customers rarely requires us to collect information beyond contact details, but in the rare event we need to collect this information we will collect it from you directly, if we wish to collect it from a third party we will request your consent to do so.

3.2 Collection and Storage of Information

RES. Business IT collect only personal information that is necessary, this information is stored on our Customer Relationship Management system, Payroll System, and data storage devices or cloud services that have been assessed in line with the Australian Privacy Principles

The personal information we collect and store is likely to differ depending on whether you are a candidate, employee, client, supplier, referee, consultant or contractor.



3.3 Use of Your Personal Information

RES. Business IT may use your personal information for the following reasons;

- To contact you in relation to the services we are providing to you or your business
- Process your wages or salary via our payroll system
- Ensure we comply with our legislative reporting requirements
- Submission of tenders or quotations to clients
- To comply with any legal obligations which may include assisting government agencies and law enforcement and regulators
- Continuous improvement of our customer service
- To commence criminal history checks as required in the recruitment process
- To undertake required credit checks for new clients, to manage our business risk

3.4 Direct Marketing

We may send you direct marketing communications and information about our products and services that we consider might be of interest to you. These communications may be sent in various forms, including mail, SMS, and email in accordance with applicable marketing laws, such as the Spam Act 2003 (Cth).

We do not provide your personal information to other organisations for the purposes of direct marketing without consent by you. If you indicate a preference for a method of communication, we will endeavour to use that method wherever practicable to do so. If at any time you would like to opt out of receiving marketing communications you may do this by opting out via the marketing communication or by emailing us directly sales@resolutionit.com.au

3.5 Disclosure of information

RES. Business IT may disclose your personal information to third parties such as the following;

- External online training providers for the purpose of conducting online inductions and safety inductions
- Service providers including those whom we outsource functions such as direct marketing, document production, or debt recovery, for example
- Any person or government agency with lawful entitlement to obtain your information



3.6 Collection of Information from our Website and Social Media Sites

Anonymous data is collected from visitors to our website and social media sites. Data collected includes; unique visitors, duration of visit, pages on our website visited, bounce rate, country location of visitor and device used to visit our website. Data collected is used as analytical data to enable us to customise future content as per our users preferences. At times you will be requested to provide personal information in order to access commercially confidential material, for example your name and email to access our support portal. Cookies are text files that are downloaded to your computer or mobile device when you visit a website. As you browse, cookies gather information about use of that website. They enable the site to learn your preferences and behaviour by sending the information collected back to the originating website each time you visit the site. RES. Business IT use cookies from time to time depending on the site you are visiting, please note the collection of cookies does not capture information that exposes your identity. If you wish to block or control how cookies are used you will need to review your computer or mobile phone settings. If you delete or block certain cookies your experience on websites may be affected.

3.7 Storage and Protection of Information

Ensuring the safe storage and privacy of your information is of utmost importance. We store personal information in secure computer database systems. We take all reasonable steps to ensure the protection of your information, which include;

- Computer passwords and limited access to shared drives and network drives by authorized staff
- Routine virus checking
- Continuous mandatory internal staff training on Privacy Policy and applicable privacy laws

All our staff are responsible for maintaining confidentiality of information we hold, and respect the privacy of the individuals of the information we hold. Any breach by staff will be taken very seriously, will be considered in line with legislative requirements and may result in disciplinary action being taken for the individual responsible for any breach. We may request from time to time for you to update your personal information with us; but please advise RES. Business IT immediately of any updates to your information.

3.8 Complaints

RES. Business IT will endeavour to acknowledge and resolve any complaints relating to privacy promptly. In the event RES. Business IT are made aware of a privacy or data breach (Australia) they will follow the guidelines as set out by the Australian Information Commissioner (OAIC).

You may make enquiries about your information and you may make a complaint about breaches to this to our People and Culture Manager.

Andrew Watkins

GM - Operations

(07) 3513 8900 at HR@resit.com.au

If you are not satisfied with the response you may lodge a complaint with the Australian Information Commissioner (OAIC).



3.9 Enquires and Updating your Information

You may at any time request access, request deletion, or correction of your information. In order to protect your own privacy, if you request to access, delete, correct or make enquiries about your information, we will first be required to verify your identity. The RES. Business IT Privacy Policy will be reviewed in line with legislative changes and operating practices regularly.

1. RES. Business IT includes the following entities: Resolution Technology Pty Ltd

4 Privacy Policy

As part of our compliance with the Australian Privacy Principles (APP) in Australia RES. Business IT requests you read the following information regarding how we collect your personal and sensitive information and how we maintain, use, store and disclose of your personal and sensitive information.

4.1 Information Collection

Personal and sensitive information can be collected in a number of different ways including:

- Business interactions and requests for contact
- Consultation, interviews or resume submissions or reference checks
- Enquiries by RES. Business IT to any former employers, work colleagues, educational institutions, professional associations or registration body

4.2 Information Use

We will use this information to:

- Support employment and remuneration processes as required
- Assist with business interactions and contact

4.3 Disclosure

RES. Business IT will only disclose your personal information to a third party unless;

- you've consented to us using or disclosing your personal information for a secondary purpose
- because we believe it is reasonably necessary for enforcement-related activities carried out by, or on behalf of, an enforcement body
- a secondary purpose is required or authorised under an Australian law, or court or tribunal order

4.4 Access to Personal Information

If you believe we hold your personal information, you have the right to update or correct it, or request that it be deleted.

We may destroy any personal or sensitive information if it has not been updated for a period of two years. RES. Business IT will destroy personal information in a secure and confidential manner.

THINK FORWARD



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