

## The Privacy Policy of Hallmark Crest Pty Ltd, trading as McNicol Williams Management & Marketing Services, and The Red Zebra Business Centre

Useful links for privacy information:

National Privacy Principles, Guidelines to the National Privacy Principles, Small Businesses Affected by Privacy Laws

### Conforms to the Principles of the Law

The requirements of Australia's State and Federal Privacy Acts apply to organisations dealing with health data and other closely personal information, and businesses with a turnover of greater than \$A3million. These requirements do not apply as a matter of force to Hallmark Crest Pty Ltd, but the Principles are adopted in this Privacy Policy.

### Information collected

Personal information is almost any information, including numbers and images, that can be linked to an identifiable living person.

Contact details, usually work details, are also collected from clients and potential clients of the services of McNicol Williams Management & Marketing Services and The Red Zebra Business Centre.

Anyone can visit our website anonymously because the site does not collect or record personal information other than information you choose to provide by email.

### Collection notice

When collecting information, McNicol Williams Management & Marketing Services and The Red Zebra Business Centre will take reasonable steps to advise you of what information is being sought, for what purpose, whether any law requires the collection of the information and the main consequences, if any, of not providing the information.

### Use and disclosure

McNicol Williams Management & Marketing Services and The Red Zebra Business Centre staff are only provided with the information necessary for them to carry out the functions and activities related to a consultancy. Staff are required to handle all information with discretion and to comply with the secrecy provisions of section 67 of the *Information Privacy Act 2000*.

Some de-identified information is used in awareness programs, public statements and training, but never in a way that would compromise clients' privacy.

In certain circumstances, and in accordance with law, documents related to a complaint may be referred to the Victorian Civil and Administrative Tribunal or to another appropriate complaints handling body such as the Victorian Ombudsman. Specific disclosures will be made with consent or otherwise in accordance with the use and disclosure standards of the *Information Privacy Act*.

### Data quality and security

McNicol Williams Management & Marketing Services and The Red Zebra Business Centre takes reasonable steps to ensure the information it holds is accurate, complete and up-to-date. Where possible we will check first with you the accuracy of information before we use it.

We use a number of procedural, physical, software and hardware safeguards, together with access controls, secure methods of communication and back-up and disaster recovery systems to protect information from misuse and loss, unauthorised access, modification and disclosure.



**Unique identifiers**

McNicol Williams Management & Marketing Services and The Red Zebra Business Centre will not assign or adopt from another organisation unique identifiers for an individual. Unique identifiers created by another organisation will not be requested unless authorised by law. Nor will McNicol Williams Management & Marketing Services and The Red Zebra Business Centre use or disclose a unique identifier unless there is a lawful basis for doing so.



**The Privacy Policy of Hallmark Crest Pty Ltd, trading as McNicol Williams Management & Marketing Services, and The Red Zebra Business Centre (cont'd.)**

**Sensitive information**

Generally, McNicol Williams Management & Marketing Services and The Red Zebra Business Centre will only collect sensitive information with your consent or where required by law.

If you would like more information about any aspect of this policy, please contact McNicol Williams Management & Marketing Services and The Red Zebra Business Centre.

**Complaints against McNicol Williams Management & Marketing Services and The Red Zebra Business Centre**

If you wish to make a complaint against McNicol Williams Management & Marketing Services and The Red Zebra Business Centre for a breach of privacy under the *Information Privacy Act* you should direct your complaint to Complaint Checker (Office of the Federal Privacy Commissioner, Australia). In the first instance, we will endeavour to resolve the matter informally.

- Document Ends -

