

Privacy Policy

We recognise our responsibility to protect the privacy of information provided to, or obtained by us, and recognise your right to access that information. Our staff will always endeavour to be sensitive to your rights when obtaining information. We will use your information to provide you with the best possible service and furthermore, we pride ourselves on the relationship we build with our clients. Therefore in accordance with the National Privacy Principles outlined in the Privacy Amendment (Private Sector) Act 2000, we have established a privacy policy to explain how we manage the information that we collect about you.

What information do we collect?

We collect information about our clients who are responsible for the administration of their organisation's data using one of our databases. This information includes what would normally be required in order to have a business relationship with an individual who works for an organisation e.g. name, position, business contact details. It may include notes, emails and other records resulting from communications with these individuals.

In every instance, we seek to ensure that information held is accurate and current. In addition, it is our policy not to solicit sensitive information e.g. data on racial/ethnic origin, health, sexual orientation, political opinions, religious/philosophical beliefs and trade union membership.

How do we use your information?

Client information collected by, or provided to us is entered into our database. This database is secure, with access only available to our employees and is used for the purposes of contacting, billing and providing services to our clients.

Any prospective client sending us information about themselves on an unsolicited basis should be aware that this information may be entered into our database for follow-up contact purposes.

In addition to information about a client, we may require access to information stored on a client's version of our database in order to convert data, rectify issues and provide training/advice. This information may include personal details of students, teachers and suppliers recorded by the organisation e.g. names, students' dates of birth, students' grades and exam details, teachers' positions, contact details, timetables, equipment hire, reports, teachers' salaries and hours worked. However, we do not store or access this information on a permanent basis – it is only accessed temporarily on an "as-needs" basis. This access may, in some cases, be achieved via a Team Viewer session.

Data Transfer to Third Parties

An individual's data will not be disclosed to any third party unless we are required to do so by law.

Is your information secure?

Appropriate steps have been taken to ensure the security of your personal information in our possession.

What are your rights?

In accordance with the Privacy Amendment (Private Sector) Act 2000 you have the right to request access to the information held about you. Please make your request in writing to the Privacy Officer at acarrsolutions@bigpond.com.

If there is information in our records that you believe is incorrect, you have the right to request that it be corrected.

We may need to ask you to provide appropriate confirmation of identity before processing a request. All requests will be acknowledged and dealt with promptly.

If, for valid reasons, we are unable to comply with such a request, we will notify you.

If you make a complaint, it will be handled internally in the first instance. We acknowledge that you may ultimately choose to take your complaint to the Privacy Commissioner.

If you would like any more information, please contact the Privacy Officer.