

**MRS MAC'S PTY LTD.**

**Controlled Document No. 002  
PRIVACY POLICY**



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Approved: \_\_\_\_\_  
**General Manager**

**Review Date: April 2008**

**Responsible Employee: Employee Relations Manager**

## **1.0 Purpose**

This policy provides the framework for the collection, use, disclosure, protection and destruction of information relating to individuals, other than employees, within Mrs Mac's Pty Ltd.

## **2.0 Scope**

The policy applies to all employees of Mrs Mac's Pty Ltd.

## **3.0 Responsibility**

All employees of Mrs Mac's Pty Ltd are required to comply with the policy and procedures contained within this document.

## **4.0 Definitions**

### **4.1 Personal Information:**

Information or an opinion (including information or an opinion forming part of a database), whether true or not, and whether recorded in a material form or not, about an individual whose identity is apparent, or can reasonably be ascertained, from the information or opinion.

### **4.2 Record:**

A document or a database (however kept), a photograph or other pictorial representation of a person but not including generally available publications.

### **4.3 Sensitive information:**

Information or an opinion about an individual's:

- 4.3.1** racial or ethnic origin; or
- 4.3.2** political opinions; or
- 4.3.3** membership of a political association; or
- 4.3.4** religious beliefs or affiliations; or
- 4.3.5** philosophical beliefs; or
- 4.3.6** membership of a professional or trade association; or
- 4.3.7** membership of a trade union; or
- 4.3.8** sexual preferences or practices; or
- 4.3.9** criminal record that is also personal information; or
- 4.3.10** Health information about an individual.

#### **4.4 National Privacy Principle 6 – “Access to records containing personal information”**

Where a record-keeper has possession or control of a record that contains personal information, the individual concerned shall be entitled to have access to that record, except to the extent that the record-keeper is required or authorised to refuse to provide the individual with access to that record under the applicable provisions of any law of the Commonwealth that provides for access by persons to documents.

### **5.0 Procedure**

#### **5.1 Collection of Information**

- 5.1.1** Only information that is essential for the proper conduct of the company's business should be collected from individuals.
- 5.1.2** Records of personal information must be stored in a secure place, and access limited to those employees that require the information for the purpose of conducting their duties.
- 5.1.3** Except where required by law, all personal information must be destroyed as soon as its purpose has expired, eg, on closure of a customers account. The method of destruction of the information must be confidential.
- 5.1.4** Personal information must be accessible to the person to whom it relates, in accordance with National Privacy Principle 6.
- 5.1.5** Personal information must be changed whenever an error is discovered, or a change is made, and the company is so informed.
- 5.1.6** All forms used for the collection of personal information must contain the following statement “Personal information is collected only for use by Mrs Mac's Pty Ltd for the conduct of necessary enquiries, and is protected by Mrs Mac's Privacy Policy. A copy of the Privacy Policy can be obtained from the Company's Registered Office at 5-9 Marchant Way, Morley, WA 6062.”

#### **5.2 Use**

- 5.2.1** Staff may not use personal information for a purpose other than that for which it was collected.
- 5.2.2** Personal information may be shared between employees of the company only when necessary for the performance of that employee's duty.

### **5.3 Security**

**5.3.1** Staff responsible for the collection of personal information must take appropriate steps to protect that information from unauthorised use.

**5.3.2** Hard copy records must be kept in locked cabinets, and computer records must be kept in password protected files. Passwords may not be shared with unauthorised staff.

### **5.4 Transfer**

Staff may not transfer personal information to any other organisation, unless required to do so by law, or with the written consent of the individual.

### **5.5 Disposal**

**5.3.1** Records of personal information must be disposed of when they are no longer current, unless they are required by law to be retained.

**5.3.2** Hard copy personal information must be disposed of by shredding.

**5.3.3** Soft copy records must be permanently deleted, and recycle bins emptied.

**5.3.4** Personal information remains confidential even after disposal.

### **5.6 Access**

**5.3.1** Individuals must be given access to their personal information records when requested in accordance with National Privacy Principle 6.

**5.3.2** If it becomes known that personal information has changed, records must be updated as soon as possible.

### **5.7 Complaints Process**

Any individual who believes that their privacy rights have been infringed should write to the Financial Controller, at the above address, setting out details of their complaint. If the complaint is not satisfied fully, they should address their complaint to the General Manager.

