

Remuneration Services (QLD) Pty Limited

Legal, Risk and Compliance Department

Privacy Policy

Privacy Information

Remuneration Services (Qld) Pty Ltd is committed to implementing appropriate procedures to ensure that the privacy and security of your personal information is protected. This privacy policy sets out:

- The types of personal information we collect;
- The reasons why we collect personal information; and
- The manner in which we collect, hold, use and disclose your personal information.

Types of information we collect

We will only collect personal information relevant to our business relationship with you. In some circumstances your personal information may initially be collected by our agents or service providers acting on our behalf. We must collect certain personal information to be able to provide you with the products or services that you request. If your personal information is not provided, we may not be able to provide you with your requested product or service.

Depending on the nature of the product or service that you request or receive, the types of personal information that we will collect include name, address, contact details, date of birth, employment and financial information (such as your salary and the name and address of your employer), credit card details and information about your use of our products and services.

Unless required by applicable law, we do not collect information about anyone's racial or ethnic background, political opinions, memberships of political associations, professional or trade associations or trade unions, religious beliefs or affiliations, philosophical beliefs, sexual preferences or practices, criminal record or health.

When you use the RemServ website we may collect statistics on the number, date and time of visits, the number of pages viewed and the manner in which you navigate through the site.

When you call us, we may collect statistics on the number, date and time of your calls, and the manner in which you navigate through our telephony system. We may also monitor and/or record in-coming and out-going telephone calls for taxation, verification, substantiation and quality assurance purposes.

Why we collect the information

We use this information to perform our core business functions. Primarily, we will use your personal information to provide you with the product or service that you have requested and the administration of that product or service.

We may also use the information to:

- Develop new products and services;
- Conduct our internal administration and operations (such as accounting, risk management, record keeping, statistical analysis, marketing, research, planning, systems development, testing and staff training);
- Attend to your enquiries; and
- Send you material about other products and services offered by us or our related companies.

How we collect the information

If it is reasonable and practical to do so, we collect personal information directly from you or from your application form or via telephone or web. How we collect your personal information will depend upon how we interact with you.

There are occasions on which we may need to collect your personal information from third parties, with or without your direct involvement. Depending on the nature of the product or service that you request or receive, the types of persons or organisations from which we may collect personal information include your employer, market research organisations, third party brokers, credit reporting agencies, government agencies, your representatives and your advisers and other organisations, who jointly with us, provide services to you.

Disclosing your information

We may need to disclose your personal information to another person or organisation. We will only disclose your personal information, however, where we are allowed to or obliged to do so by law or where we have your express or implied consent. You give express consent when you clearly and unmistakably state so in writing or when speaking to us. Implied consent is where we have reasonably assumed you have given consent from your behaviour. For example, consent can be implied when you contact us by telephone and proceed after hearing a recorded message that the call may be recorded for staff training, verification or record keeping purposes. Consent to use of this information is implied by your action of continuing with the call.

Where we disclose your personal information to organisations that perform specific essential services for us, we limit this disclosure to the information that they need to perform the required service. These organisations or contractors are bound by the same or substantially similar Privacy Principles as RemServ. They are only given the right to use the personal information for the specific service or function that they are performing and cannot legally provide or use this information for any other purpose.

Depending upon the products or service that you have requested, we may exchange information about you with, for example:

- Your employer;
- Our related companies in New Zealand and Australia;
- Our agents, contractors and external service providers;
- Regulatory bodies, government agencies and law enforcement bodies;
- Financial institutions;
- Credit reporting agencies;
- Debt collecting agencies;
- Payment systems operators;
- Agents acting on your behalf, including your legal adviser or financial adviser;
- Your executor, administrator, trustee, guardian or attorney;
- Insurers and reinsurers;
- Superannuation funds; and
- Other organisations or firms, who jointly with us, provide products or services to you.

In the unlikely event that the assets and operations of our business are sold to another party, our records of personal information will be transferred to that party. This information will remain subject to the same privacy protections as when we first obtained it.

Marketing our products and services to you

We may use your personal information to offer you products or services that we believe may satisfy your requirements. You can notify us at any time, however, if you do not wish to receive these offers. Our contact details are set out at the end of this policy.

Protection of the information

We have implemented procedures and systems designed to protect your personal information from loss, misuse, unauthorised access or disclosure, alteration or incidental destruction.

When you visit our WEB sites, whenever you submit information which may be considered private - we use forms protected by SSL encryption technology.

When personal information is stored in our systems, they are protected from unauthorised access by the use of various protection mechanisms. Only employees of RemServ and those who perform services on our behalf are authorised to handle or have access to your personal information. Our employees are bound by both our employment policies and by confidentiality clauses in their employment agreements. Those who perform services on our behalf are also bound by the same or substantially similar Privacy Principles.

When browsing our web site, you acknowledge that internet is not always a secure environment and that the computer and network you use contribute to the overall level of effective protection in place. You further acknowledge that any transmission of information over the internet is out of our control before it reaches our system. Only once we receive your transmission, we can take reasonable commercial steps to ensure its security.

We may provide access to other websites by way of hyperlinks from our website. Those websites are not subject to our privacy policy. You may make your own enquiries as to the privacy standards for any linked websites. Paper documents are protected from unauthorised access or use through the various security systems that we have implemented over our physical premises.

To ensure that your personal information is protected, we ask that you observe the security requirements that relate to the use of your user identification number and/or the password used to access your account details electronically.

We will take reasonable steps to destroy personal information in a secure manner or remove identifying features from it, if it is no longer required by us. This is subject to any legal obligations we have to retain information for a certain period of time.

Personal information may also be held by our related companies. Their contact details are:

McMillan Shakespeare Limited
Locked Bag 18
Collins Street East
Melbourne Vic 8003

Access to your information

You are generally entitled to access the information we hold about you. In doing this, we will require you to identify yourself to our satisfaction. The type of information you require will determine the length of time we take to respond. We will generally provide your requested information using the same communication method by which it was originally requested.

On occasion we will ask that you put your request in writing. This would include instances where you want copies of material or access to archived information or if the nature of your application makes it necessary for us to retain a record of your request.

You may be able to access some personal information via our customer service website www.remserv.com.au. Access to personal information via the RemServ website requires the use of your unique user identification number and password. No personal information is openly posted on the Internet. If you have difficulty finding the information you want or in using the RemServ website, please advise us.

In some circumstances, we may charge a service fee to retrieve your information, based on our costs (internal and external) in locating the information and the form of response you require. If we intend to charge a service fee we will give you an estimate of this fee so that you can confirm that you still want us to proceed with your request. We do not impose any charge for submitting a request for access.

We are entitled to refuse you access to your information in certain circumstances. For example, you may not be able to access personal information that:

- Would reveal personal information about another person or commercially sensitive material; or
- We are prevented by law from disclosing.

Where an information privacy request made by you is refused, we will provide you with a reason for the refusal.

Website security

In order to protect your personal information online, we use up-to-date and secure technology methods. When we capture your personal information it is passed through our secure server using encryption technology which scrambles the personal information to ensure it is protected over the Internet. Stored personal information about you is further protected from unauthorised access through the use of multiple firewalls, secure passwords and sign in processes.

We cannot guarantee the policies and procedures of any other websites that may be linked from our website. They may or may not comply with the same privacy standards that we do and, therefore, you should take care to evaluate their particular privacy standards and procedures as needed.

Cookies

Information that we collect as to the activity on www.remserv.com.au through the use of 'cookies' may identify an individual. This information is only used to validate access to www.remserv.com.au and for other purposes noted above.

What if the information RemServ holds is incorrect?

Please tell us. We want our records to be accurate, complete and up to date. Unless we disagree with you about the accuracy or completeness of a record, we will generally correct it upon request, (or suggest alternative arrangements for updating our records). If at any point we disagree, we will provide you with a comprehensive response stating the reasons.

Complaints

If you believe that we have not complied with our obligations concerning your personal information, we invite you to contact us and lodge a complaint. Please refer to the contact details below.

We will aim to resolve your complaints when we are first contacted by you. If we cannot immediately resolve it, we will take the following steps:

- advise you who is handling the complaint; and
- keep you informed of the progress with respect to resolution of the complaint.

If your complaint is still not resolved to your satisfaction, you can contact the Officer of the Privacy Commissioner on 1300 36 39 92.

How Can I Contact RemServ?

Call Us

Privacy Officer 1300 30 40 10 (Qld Government employees) or 1300 30 39 40

Email Us

remserv@remserv.com.au

Write To Us

The Privacy Officer
Locked Bag 18
Collins Street East
Melbourne Vic 8003

Changes To This Policy

We reserve the right to review and amend this Privacy Policy from time to time and to notify you by posting an updated version on this website.

Terms and Conditions

The information contained on this web site is subject to change without notice, and is intended as general information only and is not complete or definitive. Remuneration Services (Qld) Pty Limited is not liable, and does not take any responsibility whatsoever, for the reliance on such information. This web site may contain hyperlinks to other sites maintained by different organisations. We do not claim any association with websites which are not clearly identified as ours and do not take any responsibility for their content. Hyperlink users should observe such websites' terms of use, privacy policies and copyright © Remuneration Services (Qld) Pty Limited. All rights reserved. No part of this site may be reproduced without express written permission from Remuneration Services (Qld) Pty Limited.