

1. Preamble

- 1.1. CPE Tree Services as an organisation recognises the need for the correct handling of information gathered in the course of business.
- 1.2. CPE Tree Services' clients, prospective clients, business associates and staff all have a right to have confidence that the information CPE Tree Services stores and processes is handled in a manner which upholds their best interests. To this end, CPE Tree Services is undertaking and will continue to undertake all reasonable measures to comply with the National Privacy Principles as outlined the Australian Privacy Commissioner.

2. Personal Information

- 2.1. For the purposes of CPE Tree Services Privacy Policy, the term *Personal Information* is defined as any information that describes an identifiable person. The person may be a staff member, a client, a prospective client or a business associate. A person is identifiable if the information provides the address, full name, phone number or similar information that could result in the person to whom the information pertains being contracted.

- 2.2. **Our Obligation**

We are required to comply with the Australian Privacy Principles (**APPs**) in the *Privacy Act*. The APPs regulate the manner in which personal information is handled throughout its life cycle, from collection to use and disclosure, storage, accessibility and disposal.

We are also required to comply with more specific privacy legislation in some circumstances, such as:

- applicable State and Territory health privacy legislation (including the Victorian *Health Records Act*) when we collect and handle health information in the relevant jurisdiction; and
- the *Spam Act* and the *Do Not Call Register Act*

3. Liability

Despite CPE Tree Services' commitment to policies that protect the rights of individuals to privacy, CPE Tree Services will not accept liability for loss or damage resulting from the disclosure of information provided to CPE Tree Services.

4. Collection of Information

- 4.1.1. CPE Tree Services will only collect the information required in the normal course of business. At CPE Tree Services this may involve the collection of relevant detail about an individual's personal details, such as home address, phone number, email address, and/or payment details.
- 4.1.2. At all times the collection of information will be visible and obvious to the individual to whom the information pertains. In other words, CPE Tree Services will not collect information without the consent of the individual.
- 4.2. The Means of Collection of Personal Information include:
 - 4.2.1. Providing web pages into which an individual may enter their details to make an enquiry or request a service such as a quote.
 - 4.2.2. Collecting information necessary to provide a quotation or perform vegetation works, e.g., over the phone, via email or post.
 - 4.2.3. Staff asking questions and recording the details for subsequent use.
- 4.3. In all of the above cases, CPE Tree Services will endeavour to ensure that the informant understands why the information is being requested and that the information will be handled in accordance with this agreement.

4.4. The Personal Information collected

The type of personal information that we collect about you depends on the type of dealings you have with us. For example, if you:

- 3.5.1 **are a client of the company**, we will collect your name, job title, address, contact details, information about our dealings with you, the legal areas that are of interest to you and information about the events and seminars that you have attended;
- 3.5.2 **are involved in a matter that we are working on**, we may collect your name, contact details and information about the relevant matter;
- 3.5.3 **supply goods or services to us**, we will collect your name, address, contact details and financial details for payment purposes;
- 3.5.4 **send us an enquiry or provide us with feedback**, we will collect your name, contact details and details of your enquiry or feedback;
- 3.5.5 **apply for a job with us**, we will collect the information you include in your job application, including your cover letter, resume, contact details and referee reports;
- 3.5.6 **are involved in a dispute with our client**, we will collect your name, address, contact details and relevant file numbers held by our client.

4.5. Note that CPE Tree Services may use electronic means such as 'cookies' to make repeat visits to our web sites more effective for the web site users. However, any information will be recorded for statistical purposes only and will not be used to establish the identities of the web site visitors. Web site visitors will only be identifiable if they choose to voluntarily enter their details into a provided web data entry form.

5. Use and Disclosure of Information

5.1. Primary Purpose

5.1.1. CPE Tree Services will only use the information provided by individual for the purpose required by its normal business operations. CPE Tree Services will disclose the information to suppliers and business partners where either the supplier and/or business partner require the information in order to assist CPE Tree Services in the provision of services for the customer.

5.2. Secondary Purposes

5.2.1. CPE Tree Services may also use the information to create mailing lists (email, fax, postal or other) to make its customers aware of related services that may benefit from. Wherever such mailing lists are employed, CPE Tree Services will ensure that the customer has the clear ability to request that they be removed from the list.

6. Retention of Information

6.1. CPE Tree Services retains information collected on its customers in the course of its business dealings for the normal statutory period for the retention of such information. This ensures that in the event of an issue arising relating to particular business transaction all relevant information available for its resolution.

7. Data Quality

7.1. CPE Tree Services will take all reasonable steps to ensure that the information recorded about an individual is correct and up to date. Where an individual feels that information being held about them is incorrect and would like the information corrected then they should contact the CPE Tree Services Privacy Officer (see below).

7.2. We hold personal information in a number of ways, including in hard copy documents, electronic databases, email contact lists, and in paper files held in drawers and cabinets. Paper files may also be archived in boxes and stored offsite in secure facilities. We take reasonable steps to:

- make sure that the personal information that we collect, use and disclose is accurate, up to date and complete and (in the case of use and disclosure) relevant;
- protect the personal information that we hold from misuse, interference and loss and from unauthorised access, modification or disclosure; and
- destroy or permanently de-identify personal information that is no longer needed for any purpose that is permitted by the APPs.

8. Data Security

- 8.1. CPE Tree Services takes data security seriously and is constantly examining its systems and practices to identify possible avenues for unauthorised use of information and taking appropriate steps.
- 8.2. Currently, CPE Tree Services Internal systems are protected by firewalls, VPN secure tunnels, password protection and physical security. Wherever information is collected via web site passwords are used to protect information from unauthorised web based access.

9. Openness and Accessibility to Data

- 9.1. Where a customer has any concerns regarding information CPE Tree Services may be storing or using they may request that copies of all information stored be provided by CPE Tree Services.
- 9.2. The requests should be made in writing or by email to the CPE Tree Services Privacy Officer (see below). The CPE Tree Services Privacy Officer will endeavour to provide copies of the information within a reasonable timeframe.
- 9.3. If a customer discovers that information held about them is incorrect or unnecessary they should contact the CPE Tree Services Privacy Officer, preferably in writing. The CPE Tree Services Privacy Officer will endeavour to have the corrections entered into the CPE Tree Services' systems within a reasonable time frame.

10. Complaints

- 10.1. If you have a complaint about how we have collected or handled your personal information, please contact the Company General Manager, who will endeavour in the first instance to deal with your complaint and take any steps necessary to resolve the matter within a week.

Please ask management if there are any queries in relation to any of the above statements.

Managing Director Name and Signature

Date

Privacy Officer Name & Signature

Date