

PRIVACY POLICY



Our commitment to privacy and responsible use of your personal information

We are committed to protecting the privacy of your personal information and to handling your personal information in a responsible manner in accordance with the Privacy Act.

This Privacy Charter explains how we collect, use and disclose your personal information.

The National Privacy Principles

The Federal Government's Privacy Act outlines the National Privacy Principles, which set the minimum standards for how private sector organisations should handle your personal information.

We are committed to complying with the National Privacy Principles.

Collection of your personal information

We collect your personal information in various ways, such as over the phone, in one of our offices, over the internet or when you fill out any forms for us.

The personal information collected and stored by us about you generally includes your name, address, date of birth, gender, and contact details, including phone, fax and email as provided by you to us.

When you apply to become a shopper we may also collect additional information such as demographics so we can offer you even more job opportunities.

Sensitive Information

If we collect sensitive information about you, we do so in accordance with the National Privacy Principles.

How we use your information

We will use your personal information in accordance with the National Privacy Principles, such as for the purposes for which it is collected, to provide you with greater opportunities for job assignments.

Sharing and disclosure of your information

We will not disclose information about you to a company which is not a related entity unless the disclosure is required or authorised by law, or you have consented to our disclosing the information about you.

At all times, we will respect and protect the privacy and confidentiality of personal information.

Security of your personal information

Personal information that we hold on our systems is protected through the use of secure passwords and other security procedures. Access to personal information is limited to those who specifically need it to conduct their business responsibilities.

We also maintain physical security procedures to manage and protect the use and storage of paper records containing personal information.

Our staff are responsible for handling personal information in accordance with the Privacy Act. We educate our staff about the requirements of the National Privacy Principles and the Privacy Act.

We will keep your information so that we can continue to engage with you as a shopper. We will take reasonable steps to destroy or permanently de-identify personal information when we no longer need it.

Access to your personal information

You may request access to the personal information we hold about you. So that we can respond quickly and efficiently to your request, we may ask you to complete an Access Request Form.

Please [contact us](#) if you would like more information on how to request access to this information.

If we are unable to meet your request for access, we will let you know why.

If you have a complaint

If you have a complaint about the privacy of your personal information, we ask that you [contact us](#) in writing. We will promptly acknowledge and investigate complaints.

Document information

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