



First Impressions Resources

Privacy Policy

Policy

First Impressions Resources is bound by and committed to the Australian Privacy Principles (APPs) from Schedule 1 of the *Privacy Amendment (Enhancing Privacy Protection) Act 2012*, which amends the *Privacy Act 1988*. The Act regulates the way organisations must collect, use, keep, secure and disclose personal and sensitive information.

Guidelines

First Impressions Resources will:

Collect personal information in a manner that is fair, lawful and not intrusive in accordance with the privacy principles;

Only use or disclose the information for the purpose it was collected (unless the person has consented), or for a related secondary purpose, or in circumstances related to public interest such as law enforcement, public or individual health and safety;

Take reasonable steps to ensure that the personal information collected, used or disclosed is accurate, complete and up-to-date;

Take reasonable steps to protect the personal information held from misuse and loss and from unauthorised access, modification or disclosure;

Provide an individual access to personal information it holds about an individual upon request;

Not adopt, use or disclose, an identifier that has been assigned by a Commonwealth government 'agency';

Provide individuals with the option to interact anonymously whenever it is lawful and practicable to do so;

Not collect sensitive information without prior consent, unless it is required by law or in other special specified circumstances;



Under no circumstances sell or share your information with other organizations for commercial purposes.

FIR will review, on a regular and ongoing basis, its collection and storage practices to ascertain how improvements to accuracy can be achieved.

FIR will take steps to destroy or de-identify Personal Information after as short a time as possible and after a maximum of seven years, unless the law requires otherwise.

FIR generally does not send information overseas.

If Personal Information must be sent by FIR overseas for sound business reasons, FIR will require the overseas organisation receiving the information to provide a binding undertaking that it will handle that information in accordance with the APPs, preferably as part of the services contract.

Procedure

If you have any questions or concerns about our collection, use or disclosure of personal information, or if you believe that FIR has not complied with this Privacy Policy or the APPs, please contact us. The CEO will investigate the complaint and determine whether a breach has occurred and what action, if any, to take. When contacting us, please provide as much detail as possible in relation to the query, issue or complaint.

We will take any privacy complaint seriously. We will aim to resolve any such complaint in a timely and efficient manner, and our target response time is 30 days.

We expect our procedures will deal fairly and promptly with your complaint. However, if you remain dissatisfied, you can also make a formal complaint with the Office of the Australian Information Commissioner (which is the regulator responsible for privacy in Australia):

Complaints must be made in writing to:

Director of Compliance, Office of the Australian Information Commissioner,
GPO Box 5218, Sydney NSW 2001
T: 1300 363 992
W: www.oaic.gov.au



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The information we collect is used to solely to improve the quality of this website, and to contact you when felt necessary.

Relevant Legislation

Privacy Act 1988

Privacy Amendment (Enhancing Privacy Protection) Act 2012