



## PRIVACY POLICY

TQCSI understands the importance of protecting the privacy of individuals and is committed to complying with the Australian Privacy Act 1988, and associated National Privacy Principles, to ensure the confidentiality of any personal information collected.

This Privacy Policy applies to Total Quality Certification Services International Pty Ltd represented as TQCS International.

Specifically:

- > collection - personal information is only collected to ensure appropriate contact with TQCSI clients for certification services
- > use and disclosure - information will only be used to facilitate the respective training, auditing or certification services; no information will be disclosed to any third party without prior approval
- > data quality - we will ensure any data collected will be accurate, complete and current
- > data security - we will protect data from misuse, loss or unauthorised use
- > openness - the type of information collected is openly available to anyone
- > access and correction - we encourage personal information to be regularly updated and personal information collected to be available to the individual concerned
- > identifiers - no Commonwealth or State identifiers are collected or used
- > anonymity - it is impracticable for individuals to remain anonymous
- > transborder data flows - no information will be transferred overseas unless absolutely necessary to facilitate training, auditing or certification services
- > sensitive information - sensitive information is not collected.

Compliance to the National Privacy Principles is supported through procedures documented in the Business Management System and assured through training of staff and regular review of procedures.

Any person wishing to make a complaint regarding the privacy of information should contact TQCSI's Privacy Officer by telephone (1800 686 739) or email ([info@tqcsi.com](mailto:info@tqcsi.com)).

Management fully endorse this Privacy Policy and it is the responsibility of supervisors to ensure it is understood, implemented and maintained at all levels within TQCSI.

Craig Bates  
Managing Director

26 August 2016