



PRIVACY POLICY

TQCS International Pty Ltd (TQCSI) understands the importance of protecting the privacy of individuals and is committed to complying with the Australian Privacy Principles, and, where relevant for Europe, the General Data Protection Regulation (GDPR), to ensure the confidentiality of any personal information collected.

Specifically, we will ensure:

- Open and transparent management of potential information – TQCSI is upfront with clients about how and why information is being collected and for what purpose the information is being retained.
- Anonymity and pseudonymity – where TQCSI is tasked to collect information where anonymity may be assured (eg survey of clients), then every attempt is to be made to de-identify any information collected.
- Collection of solicited personal information – personal information is only collected to ensure appropriate contact with TQCSI clients for auditing, certification, training and seminars.
- Dealing with unsolicited personal information – TQCSI does not engage in the collection, access or distribution of unsolicited information.
- Notification of the collection of personal information – personal information is only collected by TQCSI to ensure appropriate contact with an individual through the life of contract.
- Use or disclosure of personal information – information will only be used to facilitate the respective auditing, certification or training; no information will be disclosed to any third party without prior approval.
- Direct marketing – no personal information is disclosed for the purposes of direct marketing.
- Cross-border data disclosure of personal information – no information will be transferred overseas unless absolutely necessary to facilitate auditing, certification or training. In these rare cases, the nature of information will not be personal in nature.
- Adoption, use or disclosure of government related identifiers – no Commonwealth or State identifiers are adopted, collected or used.
- Quality of personal information – we ensure any personal information collected will be relevant for the nature of work, accurate, complete and current.
- Security of personal information – we will protect personal information from misuse, loss or unauthorised use.
- Access to personal information – access to the personal information collected will be limited to those authorised to work on the account by the client.
- Correction of personal information – we encourage personal information to be regularly updated and personal information collected to be available to the individual concerned.
- For our European clients, TQCSI only collects data in line with the above for the purposes of facilitating auditing and certification services, and any personal information retained can view and correct information held at any time upon request. TQCSI will keep this information current through checking at each audit.

Compliance to the Australian Privacy Principles and the GDPR is supported through procedures documented in TQCSI's 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 (+61 8 8347 0603) or email (info@tqcsi.com).

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

CRAIG J BATES
MANAGING DIRECTOR & PRESIDENT

16 April 2024

