

APP Privacy Policy – Dorchester IT Pty Limited

Dorchester IT Pty Limited (**Dorchester IT**) collects and uses information for the purposes of providing Information Technology consultancy services, including software development (**Services**). This includes information about our clients, business contacts and job applicants.

Dorchester IT's collection, storage, use and disclosure of personal information is governed by the Australian Privacy Principles contained in the *Privacy Act 1988* (Cth) (**Privacy Act**). You can access the Privacy Act [here](#).

Dorchester IT has policies and procedures in place to ensure that its collection, storage, use and disclosure of personal information is done in a safe, secure and confidential manner to ensure your rights are protected.

You and your information

Dorchester IT will only collect and use information that is necessary to its business of providing (**Our Services**), or as required by law.

Dorchester IT will take reasonable steps to ensure that the information which it holds is accurate, complete and up-to-date.

Dorchester IT will give an individual access to all personal information it stores about the individual in a timely manner, unless an exception applies under the Privacy Act.

Kinds of information collected

Dorchester IT collects personal information about clients, business contacts, job applicants and sometimes visitors to our website for the purposes of providing our services which may include marketing activities.

Personal information is defined in section 6 of the Privacy Act as "*information or an opinion about an identified individual, or an individual who is reasonably identifiable whether the information or opinion is true or not and whether the information or opinion is recorded in a material form or not.*"

Dorchester IT will collect and hold details of individuals including, but are not limited to:

1. Full name;
2. Address;
3. Contact number;
4. Email address; and
5. Date of birth.

Collection and storage of personal information

Dorchester IT will collect personal information of clients, business contacts and job applicants and sometimes visitors to our website by one of the following means:

1. By requesting information on an application form and other written forms including via Dorchester IT's website;
2. By an individual providing personal information, for example, over the telephone, via email or by providing a resume;
3. By an individual updating their records with Dorchester IT.

Dorchester IT will store the personal information of individuals in the following manner:

1. All relevant personal information will be entered into and held on Dorchester IT's electronic database maintained on Dorchester IT's secure server. The database is only accessible by authorised Dorchester IT staff. The server is maintained in **SYDNEY NSW**.
2. Personal information contained in written forms and hard copy documents will be kept in safe and secure storage.

Purpose of collection, holding, use and disclosure of personal information

Dorchester IT will only collect personal information when it is reasonably necessary for one of Dorchester IT's functions or activities related to the provision of our Services such as contacting clients, employment, marketing or feedback.

Dorchester IT will not use or disclose personal information for any other purpose unless:

1. consent has been given by the individual; or
2. the individual would reasonably expect Dorchester IT to disclose the information for another purpose which is directly related/related to Dorchester IT's primary purpose of providing our Services; or
3. Dorchester IT is required or authorised by law and/or under the Privacy Act.

Access to and correction of personal information

You have a right to request access to your personal information (including credit information) that Dorchester IT holds about you. There is no fee involved in making such a request.

If you would like to access your personal information that Dorchester IT holds, please contact our financial officer on **1300 796 788** or fincontrol@dorchesterit.com.au, and they will assist you with your request.

If any of the personal information that Dorchester IT holds is incorrect, incomplete or out of date, please let us know by contacting our **Customer Service staff** and it will be corrected accordingly.

Complaint policy

If you have a complaint about a breach of the Australian Privacy Principles by Dorchester IT in relation to your personal information, please contact our financial officer on **1300 796 788** or fincontrol@dorchesterit.com.au.

The first step is to lodge your complaint in writing to Dorchester IT. Dorchester IT takes any complaint regarding the privacy of personal information seriously and will work with you to try

to resolve the complaint. Dorchester IT will consider and respond to a written complaint within a reasonable time (usually 30 days).

If your complaint still remains unresolved, you may take your complaint to the Office of the Australian Information Commissioner. The contact details for the Office of the Australian Information Commissioner can be found via its website located at www.oiac.gov.au and are also listed below:

Office of the Australian Information Commissioner

Telephone: 1300 363 992

Email: enquiries@oaic.gov.au

Facsimile: +61 2 9284 9666

Post:

Sydney Office
GPO Box 5218
SYDNEY NSW 2001

Canberra Office
GPO Box 2999
CANBERRA ACT 2601

Dorchester IT appreciates your feedback regarding our privacy policy. If you have any comments or queries, please contact Dorchester IT via email on help@dorchesterit.com.au or fincontrol@dorchesterit.com.au

Amendments to this policy

Dorchester IT may change this privacy policy from time to time. When we do make any changes, we will notify you of the changes by posting an updated version of this policy to the website.

The policy was last updated in September 2019.