

## Privacy Policy

### 1. Confidentiality and Privacy

- 1.1 We are committed to respecting your right to privacy and protecting your personal information and are bound by the Australian Privacy Principles in the Privacy Act 1988 (Commonwealth) as well as other applicable laws and codes affecting your personal information.
- 1.2 We acknowledge that we receive information from you regarding your qualifications, current insurance certificates, compliance documentation and other personal information as required. We are obliged to treat this information in accordance with National Privacy Principles in the Privacy Act 1988 (Commonwealth) as well as other applicable laws and codes affecting your personal information.
- 1.3 We aim to make sure that all information we collect, use or disclose is accurate, complete and up-to-date. We will take reasonable steps to make sure this is the case. If you believe that information that has been stored on the Application is no longer accurate, complete or up to date it is your responsibility to let us know and update it accordingly.
- 1.4 By accessing the Application and continuing to use the services

offered by the Application, you are deemed to have consented to our use and disclosure of your personal information in the manner prescribed in this Privacy Policy.

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### 2. Collection and use

- 2.1 In the course of your use of the Application we may collect the following personal information:
- 2.1.1 Your full name;
  - 2.1.2 Address;
  - 2.1.3 Email address;
  - 2.1.4 Photo identification;
  - 2.1.5 Telephone number; and/or
  - 2.1.6 Any other information required by us or our third party agents to ensure the services granted by the Application may be carried out including, but not limited to, your qualifications, current insurance certificates and compliance documentation as well as location history.
- We collect and use your personal information to provide you access to the Application and engage with you in relation to the services granted by the Application. We may also receive unsolicited personal information, being information which we receive that we have not taken active steps to collect. We will keep records of the unsolicited personal information if the Privacy Act permits, if not we will destroy or de-identify the information as soon as practicable, provided it is lawful and reasonable to do so. We will keep the information we collect for as

long as required for the purposes set out herein or as required to comply with any legal obligations to which we are subject. If you close your Account or you decide to delete the Application, we may still keep your information.

**Disclosure** As part of our services offered through the Application we collect, use and in some cases disclose information about you to third parties.

- 3.2 We may disclose your personal information to the following third parties:
  - 3.2.1 Third parties who require the personal information in order to ensure the services provided by the Application may be effected;
  - 3.2.2 Our agents and service providers;
  - 3.2.3 Subcontractors;
  - 3.2.4 Third parties who support our information technology or handle mailings and marketing on our behalf;
  - 3.2.5 Law enforcement agencies or other governmental agencies if we are required to do so by law or in other limited circumstances such as if we are required to do so by a court order or regulatory authority or if we believe such action is necessary to prevent fraud or cyber-crime or to protect public safety;
  - 3.2.6 Authorised health or government organisations to lessen or prevent a serious threat to the health and/or safety of any individual or to public health and/or safety;
  - 3.2.7 Our professional advisers;
- 3.3 We may also disclose your personal information to respond to legal requirements, protect our rights and property as well as enforce our policies.

#### **4. Security**

- 4.1 We will protect your personal information by reasonable security safeguards against loss or theft, as well as unauthorized access, disclosure, copying, use or modification.
- 4.2 We store information in different ways, including in paper and electronic form. The security of your personal information is important to us and we take reasonable steps to protect it from misuse and loss and unauthorised access,

modification or disclosure.

We take care to ensure that the information provided by you is protected. We have electronic security systems in place, including the use of data encryption. User identifiers, passwords or other access codes are also used to control access to our client's information

- 4.3 We are committed to conducting our business in accordance with these principles in order to ensure that your confidential and personal information is protected and maintained.
- 4.4 We process payments using EFTPOS and online technologies. All transactions processed by us meet industry security standards to ensure payment details are protected.

#### **5. Access**

- 5.1 We will provide you with access to your personal information, subject to some exceptions permitted by law. We will also generally provide access in the manner that you have requested, provided it is reasonable and practicable for us to do so. We may however charge a fee to cover our reasonable costs of locating the information and providing it to you.

#### **6. Complaints**

- 6.1 If you have a complaint about how we have collected or handled your personal information, you may contact us on (please advise)
- 6.2 We will endeavour to deal with your complaint and resolve the matter within 7 days of receiving the complaint.

- 6.3 In the event that your complaint cannot be resolved at first instance, you will have to submit your complaint in writing.
- 6.4 Your complaint will be investigated and responded to within 30 days of receipt unless you are advised that the matter is more complex and the investigation may take longer.

## **7. Contact**

- 7.1 In the event of any questions, concerns or requests regarding your privacy and your personal information or if you would like to make a complaint regarding the handling of your personal information, please direct all correspondence to [support@zutapp.com](mailto:support@zutapp.com)

## **8. Changes**

- 8.1 We reserve the right to amend this Privacy Policy from time to time, as we deem fit. If you disagree with any part of this Privacy Policy, you must immediately discontinue your access to the Application.
- 8.2 The current version is posted on the Application and a copy may be obtained upon request by contact us directly.
- 8.3 Any amended terms of the Policy will take effect immediately on posting.