

## PRIVACY POLICY

### Overview and Purpose

Powerhouse views the protection of an individual's privacy as an integral part of its commitment towards complete accountability and integrity in all its activities and programs.

### Scope

This policy applies to all staff and contractors, of Powerhouse.

This policy covers all personal information held by Powerhouse and includes information we have collected:

- from you, as well as information about you collected from third parties
- about you regardless of format. This includes information collected on forms, in person, in correspondence, over the telephone or via our web site.

### Definitions

**Personal Information** means information or an opinion (including information or an opinion forming part of a database), that is recorded in any form and whether true or not, about an individual whose identity is apparent, or can reasonably be ascertained, from the information or opinion, but does not include information of a kind to which the *Health Records Act 2001* applies.

**Information Privacy Principles (IPPs)** is a set of principles that regulates the handling of personal information.

**Sensitive Information** is personal information or an opinion about an individual's:

- race or ethnic origin
- political opinions
- membership of a political association
- religious beliefs or affiliations
- philosophical beliefs
- membership of a professional trade association
- membership of a trade union
- sexual preferences or practice
- criminal record.



## Application

The Policy applies to all areas of Powerhouse's operations.

## Policy

It is the policy of Powerhouse that personal information is managed in accordance with the 10 Information Privacy Principles (IPPs).

### Collection of Personal Information (Information Privacy Principle 1)

Powerhouse will only collect personal information that is necessary for carrying out its functions or activities, and where reasonable and practicable, collection will be from you directly. We do this in a variety of ways, including:

- during conversations between you and our representatives
- when you access and interact with our website, or send SMS/MMS to us
- when you make an enquiry or provide feedback the personal information collected typically includes, but is not limited, to the following:
  - name
  - address (postal and e-mail)
  - telephone number (work, home or mobile)
  - business or occupation

The information you provide may be used for purposes including but not limited to the following:

- To contact you where it is necessary to provide services requested by you.
- As part of our commitment to customer service, we may periodically invite you to provide feedback about your experience via a survey. Any survey is voluntary, and you do not have to participate.
- To contact you where it is necessary to resolve issues relating to Powerhouse's services or functions which you have brought to our attention.
- To supply you with material concerning Powerhouse's initiatives and programs where you have supplied personal information for this purpose.
- To facilitate the collection of fees and charges. For instance, we will use your name and address details to forward invoices.
- To enable payment to Powerhouse provided goods and services.
- To operate our services. For instance, Powerhouse collects images of works at various locations in order to record the undertaking of our service obligations.
- To seek ideas, questions, complaints, and compliments from members of the public.

### Disclosure of Personal Information (Information Privacy Principle 2)

Powerhouse will take all necessary measures to prevent unauthorised access to, or disclosure of, personal information.



Powerhouse discloses personal information to external organisations such as government clients who have contracted our service. Information provided by us is limited to the information required by us to provide those contracted services.

Where authorised, Powerhouse may also disclose personal information to:

- law enforcement agencies, including the courts and the police, in instances where Powerhouse is required to respond to a subpoena or provide information to assist an investigation.
- government agencies to enable them to advise you of works which may impact upon you or your property (such as road closures/reconstruction, underground drilling, property acquisition etc.)
- other individuals or organisations only if Powerhouse believes that the disclosure is necessary to lessen or prevent a serious and imminent threat to an individual's life, health, safety or welfare or a serious threat to public health, safety, or welfare.

Personal information in applications for employment with Powerhouse will be supplied to agencies such as the police, as part of a background check. Such checks will only be carried out with your written authorisation and the results will not be disclosed to third parties unless authorised by law.

We will ensure that your personal information is not disclosed to other institutions and authorities outside Powerhouse except if required or authorised by law or where we have your consent.

#### **Data Quality (Information Privacy Principle 3)**

Powerhouse will endeavor to ensure that the personal information it holds is accurate, complete and up to date. You may amend any personal information you have supplied to Powerhouse. Details on how to do so are under Information Privacy Principle 6.

#### **Data Security (Information Privacy Principle 4)**

Powerhouse will take all necessary steps to ensure that personal information is stored safely and securely. This will ensure that personal information held by Powerhouse will be protected from misuse, loss, and unauthorised modification and disclosure. This applies regardless of the format in which the information is held.

Any personal information that you provide to Powerhouse, which is no longer necessary for Powerhouse's purposes, will be disposed of in accordance with the document disposal requirements of the *Public Records Act 1973*.

#### **Openness (Information Privacy Principle 5)**

This document and Powerhouse's website privacy statements detail management of personal information.

#### **Access and Correction of Personal Information (Information Privacy Principle 6)**

Where a person requests Powerhouse to correct their personal information, Powerhouse will take reasonable steps to notify the person of the decision of the request as soon as practicable, or within 30 days of the request being received.

#### **Unique Identifiers (Information Privacy Principle 7)**

A unique identifier is a number or code that is assigned to someone's record to assist with identification (like a driver's license number). Powerhouse will not generally utilise unique identifiers at a level that would enable an individual's privacy information to be disclosed other than necessary information to provide our services.



### **Anonymity (Information Privacy Principle 8)**

Where lawful and practicable, Powerhouse will offer you the option of remaining anonymous when supplying personal information as part of a transaction with Powerhouse.

However, as anonymity may limit Powerhouse's ability to process a complaint or other matter, Powerhouse reserves the right to take no action on any matter if you choose not to supply relevant personal information so that we can investigate a matter.

### **Trans-border Data Flows (Information Privacy Principle 9)**

Dealing with national organisations, Powerhouse may keep certain information in a central data base. This central data base does not include individual information unless those individuals have agreed to enter a commercial relationship with Powerhouse.

### **Sensitive Information (Information Privacy Principle 10)**

Powerhouse will not collect sensitive information about you except in circumstances where the information is both directly pertinent and necessary to us performing our services.

### **Complaints or enquiries concerning Information Privacy**

Complaints may be directed to Powerhouse Administration. These will be acknowledged within two business days and will be resolved as soon as practicable.

Contact details are as follows:

admin@Powerhousews.com.au

### **Responsibilities**

It is the responsibility of the Powerhouse Directors to review and make any necessary amendments to the Policy annually or otherwise in accordance with any changes in the legislation.

Corey Dowler,



Michael Jauncey,



Directors, Powerhouse Wiring Solutions Pty Ltd 01/09/23

