

Blackwater Accommodation Village Pty Ltd atf The BAV Trust t/a The Village on Blain - Privacy Policy

About our privacy policy.

Blackwater Accommodation Village Pty Ltd atf The BAV Trust t/a The Village on Blain (ABN: 64 430 117 564) of 30 Blain Street, Blackwater 4713, recognizes the importance of your privacy and your concerns about the security of your personal information which is entrusted to us. The following Privacy Policy details the policies and procedures that we have put in place to manage your personal information and protect your privacy.

What kinds of information do we collect and store?

Depending on the nature your employment or business relationship with us the Personal Information we collect and store may include some of the following:

- Name (including any former name), gender and date of birth.
- Identification information including signature and drivers licence.
- Contact details, including personal address, email address and telephone numbers.
- Credit files and information about your business shareholdings and directorships.
- Trading history.
- Financial information.
- Employment and income details, employment history and education qualifications.
- Tax file number and superannuation membership information.
- Australian Working Visa information
- Bank account details
- Credit card details.
- Photographs.
- Other information that is given to us in the normal course of employment or business.

We may also collect Sensitive Information from you (eg: health information) with your consent.

How do we collect your personal information?

We collect personal information from you during the normal course of employment or business which could include:

- Documents or information you provide to us in person, by mail, by email or during telephone conversations.
- Applications for commercial credit.
- Employment applications.
- Applications for sub-contracting opportunities.

We also collect information with your consent from third parties, legally from third parties without your consent and from public domain information.

Why do we collect, hold and disclose your personal information?

We collect, hold and use your personal information for purposes which may include:

- to confirm your identity.
- to provide you with products and services and manage our business relationship with you.
- to contract with you for employment and other sub-contracting purposes.
- to comply with legal regulations.
- to tell you about products and services we think may be of interest to you.

In addition we may collect, hold or use your personal information for other purposes which are stated to you at the time or that you otherwise authorise.

Where is the personal information stored?

We store most information about you in our computer systems and databases operated by either us or our external service providers.

While most of our data is presently residing in Australia, there may be times when your data is available to overseas recipients. This may be necessary for undertaking our normal business activities for which we receive overseas support or for facilities we use that include cloud options.

Some information about you may be recorded in paper files that we store securely.

How do we protect your personal information?

- Restricting access to your personal information to those who need to use it.
- Preventing unauthorised access to our computer systems by complex passwords and firewalls.
- Having a Privacy Officer to ensure we operate in compliance to our Privacy Policy.

Who do we disclose your personal information to and why?

We may transfer or disclose your information to our employees, other personnel, related companies and affiliates.

We may disclose information to contract service providers who are undertaking a service on our behalf.

We may disclose information to third persons which could include regulatory and other government agencies relating to our dealings with you.

We may disclose personal information to external parties outside of our group of companies where either:

1. We are required or authorised to do so by law;
2. You have expressly consented to the disclosure or consent could be reasonably inferred from the circumstances;
3. We are otherwise permitted to disclose the information under the Privacy Act.

If the ownership or control of all or part of our business changes, we may transfer your personal information to the new owner.

Do we disclose your information for marketing?

During the course of business we may use your personal information to offer you products and services we believe may interest you, but we will not do so if you tell us not to. These products and services may be offered by us, our related companies, our other business partners or our service providers.

Where you receive electronic marketing communication from us, you may opt out of receiving further marketing communications by following the opt-out instructions provided in the communication.

We will not sell your personal information to any third party.

Personal Information relating to employment contracts will not be disclosed for marketing purposes.

How can you access or correct your personal information held by us?

You may access or request correction of personal information that we hold about you by contacting us. Our contact details are set out below. There are some circumstances in which we are not required to give you access to your personal information.

There is no charge for requesting access to your personal information but we may require you to meet our reasonable costs in providing you with access (such as photocopying costs or costs for time spent on collating large amounts of requested material).

We will respond to your requests to access or correct personal information in a reasonable time and will take all reasonable steps to ensure that the personal information we hold about you remains accurate, up to date, secure and complete.

Complaints

If you have a complaint about the way in which we have handled any privacy issue, including your request for access or correction of your personal information, you should contact us immediately. Our contact details are set out below.

We will review your complaint and determine whether it requires further investigation. We will notify you of the outcome of this investigation and any subsequent internal investigation.

If you remain unsatisfied with the way in which we have handled a privacy issue, you may approach an independent advisor or contact the Office of the Australian Information Commissioner (www.oaic.gov.au) for guidance on alternative courses of action which may be available.

Contact details

The Privacy Officer
The Village on Blain
P.O Box 541
BLACKWATER QLD 4713
Email: admin@tvob.com.au

Changes to this policy

From time to time, we may change our policy on how we handle personal information or the types of personal information which we hold. Any changes to our policy will be published on our website at www.tvob.com.au/privacy-policy. You may obtain a copy of our current policy from our website or by contacting us at the contact details provided in this policy.