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# Privacy Policy

**Ver 1.0**

**December 2008**

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D:\2009\QAISEA\PolicyProcedure\Privacy.doc

**Version History:**

Ver #	Date of issue	Reason for change	Author	Owner	Approved By
1.0	4-Dec-08	First draft	Dave Kelly	Dave Kelly	Dave Kelly

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# Introduction

Quality Associates International South East Asia is committed to client service and delivery quality products and experiences this privacy policy outlines our ongoing obligations and commitment to you in respect of how we manage your Personal Information when working with us or making enquiries to us.

Quality Associates International South East Asia has adopted the 10 National Privacy Principles (NPPs) contained in the *Privacy Act 1988 (Cth)* (*the Privacy Act*). The NPPs govern the way in which we collect, use, disclose, store, secure and dispose of your Personal Information and include.

- Principle 1 - Collection
- Principle 2 - Use and disclosure
- Principle 3 - Data quality
- Principle 4 - Data security
- Principle 5 - Openness
- Principle 6 - Access and correction
- Principle 7 - Identifiers
- Principle 8 - Anonymity
- Principle 9 - Transborder data flows
- Principle 10 - Sensitive information

A copy of the National Privacy Principles may be obtained from [www.privacy.gov.au](http://www.privacy.gov.au).

## What is Personal Information and why do we collect it?

Personal Information is information that identifies an individual.

Types of Personal Information we would collect include: names, addresses, company details, email addresses, phone and facsimile numbers. This

Personal Information is obtained by interviews, correspondence, telephone and facsimile, by email, via our websites. We do not use cookies.

We do not guarantee website links or policy of other third parties either by weblink or referral.

We collect your Personal Information for the primary purpose of providing our goods and services to you, providing information to our client base and marketing. We may also use your Personal Information for secondary purposes closely related to the primary purpose, in circumstances where you would reasonably expect such use or disclosure. You may unsubscribe from our mailing/marketing lists at any time.

## **Sensitive Information**

Sensitive information is defined in *the Privacy Act* to include information or opinion about such things as an individual's racial or ethnic origin, political opinions, membership of a political association, religious or philosophical beliefs, membership of a trade union or other professional body, criminal record or health information.

Quality Associates International South East Asia endeavors not to collect any sensitive information in the course of its business and does not use sensitive information in its business dealings.

## **Third Parties**

Where reasonable and practicable to do so, we will collect your Personal Information only from you. However, in some circumstances we may be provided with information by third parties. In such a case we will take all reasonable steps to ensure that you are made aware of the information provided to us by such third party.

We do not pass on any information to a third party without expressed consent.

## **Disclosure of Personal Information**

Your Personal Information may be disclosed in a number of circumstances including the following:

- third parties where you consent to the use or disclosure; and
- where required or authorised by law.

## **Security of Personal Information**

Your Personal Information is stored in a manner that reasonably protects it from misuse and loss and from unauthorized access, modification or disclosure.

When your Personal Information is no longer needed for the purpose for which it was obtained, we will take reasonable steps to destroy or permanently remove your Personal Information.

## **Accessing Personal Information**

NPP 6 provides you with the right to access the Personal Information we hold about you and to update and/or correct it, subject to certain exceptions. If you wish to access your Personal Information, please make out your request to Quality Associates International South East Asia in writing.

Quality Associates International South East Asia will not charge any fee for your access request, but may charge an administrative fee for providing a copy of your Personal Information.

In order to protect your Personal Information we may require identification from you before releasing such information.

# Maintaining Quality Personal Information

NPP 3 provides that we take reasonable steps to make sure that your Personal Information is accurate, complete and up-to-date.

It is important that you advise us at the earliest opportunity of any changes to your Personal Information so that our records can be updated.

## Policy Updates

This Policy may change from time to time. The Quality Associates International South East Asia Privacy Policy is available on our website at all times.

## Customer Details

All customer details are collected with the expressed view of providing goods and services to companies and individuals.

## Email

All marketing email correspondence comes with the ability to opt out of any further communications via email.

## Customer Detail Collection

Customer details can be obtained by:

- face to face meetings at trade shows
- business card exchange
- direct contact via phone, fax or email through advertised web links
- third party supply where it complies with the Quality Associates International South East Asia Privacy Policy and NPP

## **Website Browsing**

The Quality Associates International South East Asia website records non-identifiable usage information regarding the use of the website. This information is used to analyse traffic and usage patterns and cannot identify an individual person without the expressed submission of details by an individual through our online web forms.

This website facilitates contact details being passed to Quality Associates International South East Asia. These contact details will be used solely to answer any queries or questions you pose to Quality Associates International South East Asia. Your details will not be passed on to any third parties without your express written permission.

## **Complaints**

You can lodge a complaint with us about any breach of our Privacy Policy and our privacy obligations to you by contacting us.

## **Privacy Policy Enquiries**

If you have any queries about our Privacy Policy please contact our office at:

Level 3, 480 Collins St., Melbourne, Vic., Australia 3000

ACN 113 671 453 ABN 80 113 671 453

Ph: +613 8610 6984

Fax: +613 8456 5953

E-mail : [infosea@quality-one.com](mailto:infosea@quality-one.com)

# **Associated Privacy Protection Standards**

*Quality Associates International Inc.*

## **Privacy policy statement**

At Quality Associates International Inc., we take the issue of privacy seriously. We want to assure you that the security and confidentiality of personal information that you disclose while visiting our Web sites will be respected. Policies governing the protection of privacy on our Web sites are strictly observed and enforced to ensure this happens.

## **Information collected**

### **General**

QAI Inc. does not collect any personal information about those who visit our sites for browsing purposes only. Personal information is collected if the visitor downloads, sends an email message to QAI Inc., or uses QAI Inc.'s online forms.

### **Email and product inquiry**

We recommend that Web users send Email messages to QAI Inc. as one of the fastest and most effective ways to have their inquiries about our products and services addressed. QAI Inc. retains copies of these email messages. The information provided by a visitor will only be used to respond to the visitor's inquiry and to provide better customer service.

### **Password Protected Areas**

To protect the confidentiality of the information submitted, QAI Inc. requires that visitors have a browser that supports 128-bit-strong encryption, such as:

- Microsoft's Internet Explorer 5.01 and higher
- Netscape 6.0 and higher
- AOL 6.0 and higher (Windows)

### **Use of cookies**

A cookie is a piece of information about an Internet session that may be created when a visitor accesses a Web site. Presently, QAI Inc. uses cookies to facilitate smooth navigation on its Web sites and provide a higher level of convenience.

The cookies used by QAI Inc.:

- Do not contain any personal information regarding the visitor
- Do not retrieve any information from the visitor's personal computer

### **Use of information collected**

QAI Inc. uses the information collected from its Web site visitors to address the visitor's specific needs and to provide better customer service, including the provision of the latest information regarding QAI Inc.'s products and services.

The information collected is also used to provide records of communication between QAI Inc. and its online visitors and to comply with any applicable legal and/or regulatory requirements.

### **Access to information collected**

#### **By employees**

Certain QAI Inc. employees will be provided with information about a Web site visitor in order to serve that visitor's needs and provide the visitor with information regarding specific products. QAI Inc. employees are instructed to use strict standards of care in handling the personal, confidential information

of QAI Inc. clients, and the handling of such information is dealt with in QAI Inc.'s Code of Conduct. QAI Inc. employees who do not conform to QAI Inc. confidentiality rules are subject to disciplinary sanctions that include dismissal.

**By third parties**

QAI Inc. does not transmit any personal information collected through its Web sites to any third parties. Personal information may be transmitted, however, if there is a specific need to complete a transaction requested by the online visitor.

If you have any questions about the protection of personal information you have disclosed on QAI Inc.'s Web sites, please send us an email at [information@quality-one.com](mailto:information@quality-one.com), so that we can address your questions as quickly and completely as possible.