



Privacy Policy POL-025

TEW Solutions (**TEW**) understands the value of personal information and is committed to protecting and safeguarding your privacy when dealing with us.

TEW manages personal information in accordance with the *Privacy Act 1988* (Cth) and aligns with the Australian Privacy Principles (APPs). This policy explains how we deal with all personal information, and is reviewed regularly to ensure it remains appropriate to changes in legislation and community expectations.

TEW and its employees treat all personal information as confidential.

Collecting personal information

“Personal Information” is any information or an opinion (including information or an opinion forming part of a database), whether true or not, and whether recorded in a material form or not, about an individual whose identity is apparent or can be reasonably ascertained, from the information or an opinion.

TEW may collect personal information that identifies an individual including name, email address, company name, business address, phone number, and other information about an individual or business.

Information may also be provided to us directly and indirectly using our website. The kind of electronic personal information we collect through our website includes:

- The date and time of visit
- Which pages were viewed
- How pages were navigated
- Location of the user
- Device used by the user
- Internet provider details
- IP addresses.

TEW uses cookies on our website, which are software codes placed on a web browser to identify a computer. The cookies used are anonymous and do not reveal personal identities. TEW use this information to monitor preferences so that we can improve our products and services, as well as our digital platforms. Internet browser settings can be changed at any time to either accept or reject cookies.

TEW collect personal information so we can provide products or services that have been requested, as well as support the appropriate management of our employees, contractors, and suppliers. TEW also collect personal information to respond to enquiries and provide additional information about other products or services that may be of interest.



TEW may also collect personal information from a third party if authorised to do so. In doing so, we will have assumed, and the authorising individual must ensure, that the third party is aware that we have been referred to them and the purpose of our engagement.

If we are not provided with personal information, we may not be able to provide requested products or deliver a service.

Use and disclosure of personal information

TEW will not use personal information for any purpose other than that for which it was originally collected. The purpose of information collection shall be disclosed at the point of collection, except when TEW is required to disclose personal information in accordance with legislation.

TEW may disclose personal information to:

- Our employees, contractors, or suppliers for the purpose of operating our business or fulfilling a request for products or services.
- People who are an authorised legal or personal representative.
- Government or regulatory bodies as required or authorised by law.
- Any other individual or entity with express consent.

When utilising a third-party supplier, information may be shared with entities outside Australia to assist us with providing our products and services. We may also utilise IT services based offshore, such as data storage facilities and IT infrastructure, to assist us with providing our products and services.

Submitting personal information to us is considered agreement and express consent to the disclosure, transfer, storage, and use of personal information by TEW and third-party contractors and suppliers, for the purpose for which it was initially provided. TEW will take steps to ensure personal information is used by third parties securely and in accordance with the terms of this Privacy Policy.

Personal information will not be shared, sold, or disclosed other than as described in this Privacy Policy.

Security and accuracy of personal information

Personal information is held in our Integrated Management System. TEW is committed to protecting the personal information we hold from misuse, loss and unauthorised access, modification, or disclosure. Information stored within our Integrated Management System is secured and can only be accessed by authorised staff within TEW, having regard to the position and responsibilities of the individual staff member.

Our Information Management System and website have electronic security systems, including firewalls to control access to personal information.

TEW aims to keep personal information accurate and up to date. Information is updated when errors or changes are brought to our attention. In some circumstances, certain information cannot be amended or deleted for legal reasons. If a request to amend or delete personal information is denied, TEW will provide reasons for the decision.



Sensitive Information

Sensitive information means information or opinion about an individual's racial or ethnic origin, political opinions, membership of a political organisation, religious beliefs or affiliations, philosophical beliefs, membership of a professional or trade association, membership of a trade union, sexual orientation or practices, criminal record, health information about an individual, genetic information, biometric information that is to be used for the purpose of automated biometric verification or biometric identification or biometric templates.

TEW will not collect sensitive information unless we are required to do so by law; the information is required for an insurance claim; the information is necessary for the establishment, exercise or defence of a legal claim; or health information is required to ensure the safety of the individual or those around them.

Access to personal information and privacy complaints

Please contact TEW using the following contact information to request access to personal information held by TEW, make a general enquiry about privacy matters, or make a privacy complaint:

Phone: (07) 5563 3257

Email: info@tewsolutions.com.au

Post: TEW Head Office, 10 Barnett Place, Molendinar QLD 4214

Our staff will do their best to address all enquiries and, if required, refer the matter to the privacy officer for investigation. TEW endeavour to resolve all privacy complaints within a reasonable timeframe and will notify the complainant of the decision in writing. If the complainant considers the complaint was not adequately dealt with, then the Office of the Privacy Commissioner (Australia) can be contacted. TEW will maintain a record of any privacy complaint made and any action taken.

For more information about privacy legislation, visit the web site of the Australian Information Commissioner (www.privacy.gov.au).

A handwritten signature in black ink, appearing to read 'C. Griffiths'.

Chris Griffiths
Managing Director

A handwritten signature in black ink, appearing to read 'T. Griffiths'.

Taya Griffiths
Quality, Environment and Systems Manager

Current as at: 01/05/2023