

## ***CICO VISITOR/BUSINESS Privacy Policy***

CICO Visitor/Business is subject to the Australian Privacy Principles pursuant to the Privacy Act 1988 as amended by the Privacy Amendment Act 2012. Our Privacy Statement describes how CICO visitors/business protects the privacy of your personal information.

### ***COLLECTION***

CICO Visitor/Business will only collect personal information which is necessary for the operation of its business. CICO Visitor/Business will only collect such information by lawful and fair means. At the time of registration CICO visitors/business collects personal information about an individual from the individual. If CICO Visitor/Business collects personal information about an individual from someone else, it will take reasonable steps to ensure that the individual is or has been made aware of the matters.

### ***PURPOSE OF INFORMATION***

CICO Visitor/Business will collect and use personal information to provide services to you and to administer those services. CICO Visitor/Business may also use information to develop new products and services, attend to your enquiries, seek feedback, or tell you about other products or services offered by CICO Visitor/Business. CICO Visitor/Business may also seek personal information for legal reasons.

### ***INFORMATION USE AND DISCLOSURE***

CICO Visitor/Business will not use or disclose personal information about an individual for a purpose (the secondary purpose) other than the primary purpose of collection unless:

01) CICO VISITOR/BUSINESS reasonably believes that the use or disclosure is necessary to lessen or prevent:

serious and imminent threat to an individual's life, health or safety; or serious threat to public health or public safety; or the use or disclosure is required or authorised by or under law.

02) CICO VISITOR/BUSINESS has reason to suspect that unlawful activity has been, is being or may be engaged in, and uses or discloses the personal information as a necessary part of its investigation of the matter or in reporting its concerns to relevant persons or authorities;

03) CICO VISITOR/BUSINESS reasonably believes that the use or disclosure is reasonably necessary for one or more of the following by or on behalf of an enforcement body: the prevention, detection, investigation, prosecution or punishment of criminal offences, breaches of a law imposing a penalty or sanction or breaches of a prescribed law; the enforcement of laws relating to the confiscation of the proceeds of crime; the protection of the public revenue; the prevention, detection, investigation or remedying of seriously improper conduct or prescribed conduct; the preparation for, or conduct of, proceedings before any court or tribunal, or implementation of the orders of a court or tribunal.

If CICO VISITOR/BUSINESS uses or discloses personal information it must make a written note of the use or disclosure.

The above operates in relation to personal information that CICO VISITOR/BUSINESS has collected from a related body corporate as if CICO VISITOR/BUSINESS's primary purpose of collection of the information were the primary purpose for which the related body corporate collected the information.

***KIND OF INFORMATION***

CICO VISITOR/BUSINESS will only seek personal information relevant to its business relationship with you.

***DATA QUALITY***

CICO VISITOR/BUSINESS will take necessary and reasonable steps to make sure that the personal information it collects, uses or discloses is accurate, complete and up-to-date.

***DATA SECURITY***

CICO VISITOR/BUSINESS will take necessary and reasonable steps to protect the personal information it holds from misuse and loss and from unauthorised access.

CICO VISITOR/BUSINESS will take necessary and reasonable steps to destroy permanently personal information if it is no longer needed for any purpose for which the information may be used under Australian Privacy Principles.

CICO VISITOR/BUSINESS is not likely to disclose personal information to overseas recipients.

***OPENNESS***

On request by a person, CICO VISITOR/BUSINESS will take necessary and reasonable steps to let the person know what sort of personal information it holds, for what purposes, and how it collects, holds, uses and discloses that information.

***ACCESS AND CORRECTION***

If CICO VISITOR/BUSINESS holds personal information about an individual, it will provide the individual with access to the information on request by the individual.

If CICO VISITOR/BUSINESS holds personal information about an individual and the individual is able to establish that the information is not accurate, complete and up-to-date, CICO VISITOR/BUSINESS will take reasonable steps to correct the information so that it is accurate, complete and up-to-date.

***ANONYMITY***

Wherever it is lawful and practicable, individuals will have the option of not identifying themselves when entering into transactions with CICO VISITOR/BUSINESS.

***SENSITIVE INFORMATION***

CICO VISITOR/BUSINESS will not collect sensitive information about an individual unless:

- a. the individual has consented or
- b. the collection is required by law

***COMPLAINTS***

If you believe that CICO VISITOR/BUSINESS has not complied with its obligations concerning your personal information, you should contact CICO VISITOR/BUSINESS and lodge a complaint. CICO VISITOR/BUSINESS will investigate your complaint and attempt to resolve any breach that may have occurred in relation to the collection, use or destruction of your personal information held by CICO VISITOR/BUSINESS in accordance with the Privacy Act 1988 and related legislation.

If you are not satisfied with the outcome of the investigation you can lodge a privacy complaint by contacting the Office of the Australian Information Commissioner.