



Privacy Policy



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1. Our Commitment to Privacy

Smart Cleaning Solutions Indigenous ("the company") is committed to protecting the privacy of individuals by handling all personal information with care and respect. We are bound by the *Privacy Act 1988* (Cth) and the Australian Privacy Principles (APPs).

This policy outlines how we collect, use, disclose, and manage the personal information we hold. It applies to all personal information we collect and handle, including that of our employees, contractors, clients, and members of the public.

2. Definition of Personal Information

Personal Information is defined as information or an opinion about an identified individual, or an individual who is reasonably identifiable, whether the information or opinion is true or not, and whether it is recorded in a material form or not.

3. Collection of Personal Information

We will only collect personal information where it is reasonably necessary for one or more of our business functions or activities. This collection will be done by lawful and fair means, and where possible, directly from the individual concerned.

At the time of collection, we will take reasonable steps to ensure the individual is aware of:

- The purpose for which the information is being collected.
- The types of entities to whom we usually disclose this kind of information.
- Whether the collection is required or authorised by law.
- The main consequences for the individual if the information is not provided.



4. Use and Disclosure of Personal Information

We will only use or disclose personal information for the primary purpose for which it was collected, unless one of the following applies:

- The individual has consented to the use or disclosure.
- The individual would reasonably expect us to use or disclose the information for a secondary purpose that is directly related to the primary purpose.
- The use or disclosure is required or authorised by an Australian law or a court/tribunal order.
- A permitted general or health situation exists under the *Privacy Act 1988*.

5. Data Quality and Security

We are committed to ensuring the integrity and security of the personal information we hold.

- **Data Quality:** We will take reasonable steps to ensure that the personal information we collect, use, and disclose is accurate, complete, and up-to-date.
- **Data Security:** We will take reasonable steps to protect personal information from misuse, interference, loss, and from unauthorised access, modification, or disclosure.
- **Data Destruction:** When personal information is no longer needed for any purpose for which it may be used or disclosed, we will take reasonable steps to destroy the information or ensure that it is permanently de-identified.

6. Access and Correction

Individuals have a right to request access to the personal information we hold about them and to request its correction.

- Requests for access or correction should be made in writing to our Privacy Officer (contact details below).



- We will require you to verify your identity before providing access to your information.
- We will respond to a request within a reasonable period. While we will not charge for making a request, we may charge a reasonable administrative fee for providing access to the information.

7. Policy Review

This Privacy Policy will be reviewed periodically to ensure it remains current and compliant with our legal obligations.