Privacy Policy	
Purpose	To ensure that everyone dealing with ISS First Response understands ISS First Response's commitment on privacy.
Policy	ISS First Response is committed to safeguarding the privacy of our emplyees, our customers and any third parties whose personal information is held by us. We will abide by the Australian Privacy Principles (APPs), which are contained in the Privacy Act (Cth) 1988 as amended. *Personal information* means information or an opinion about an identified individual or an individual who is reasonably identifiable. *Sensitive information* relates more specifically to information that, by its nature, could have the potential to be used to discriminate against an individual. In the event that ISS First Response becomes aware of a real or possible breach of privacy relating to the personal information it holds, it will advise the individual(s) affected and / or the general public of the breach. ISS First Response will use its policy and procedures to review and resolve the matter.
ISS First Response's Privacy Principles	
Consideration of the privacy of personal information	ISS First Response manages personal information in an open and transparent way, This includes a clearly expressed and up to date APP privacy policy on how we manage personal information. ISS First Response only collects personal information, such as, name, address, email address, phone number, date of birth, and bank account details on its employees (including contractors) for internal use only. Only authorised persons in Payroll and Human Resource functions are able to access personal information of employees and contractors. No personal information is disclosed to anyone other than the appropriate person to enable accurate payment of salaries or wages and contractor payments. In the case of ISS First Response's customers and our customers' clients, we will only collect such personal information as is reasonably necessary to provide and administer our services. Such information will include the customers' name, our customers' clients' names, titles, phone numbers, our customers' bank account details and, where we are providing accident and breakdown services, vehicle details such as registration numbers. ISS First Response does not collect sensitive information.
Anonymity and pseudonimity	ISS First Response will only collect personal information if it is reasonably necessary or directly related to the provision of services to our customer and their clients.
Collection of solicited personal information	ISS First Respoonse collects and uses personal information onlt for the purposes of providing and administering its services. ISS First Response will not disclose personal information other than for the purposes for which it was collected and where it is reasonably necessary to do so. ISS First Response will not collect sensitive information.

Dealing with unsolicited personal information	ISS First Response will take reasonable steps to ensure that any personal information that it holds is accurate and up-to-date. Employees are required, and customers are encouraged, to inform us of any changes to personal information. Information security policies are in place to minimise the risk of unauthorised access to personal information.
Notification of the collection of personal information	ISS First Response may contact customers to confirm or update personal information. When contacting customers we will identify ourselves and explain the purpose for the request and how the information will be used.
Use and disclosure of personal and sensitive information	Unless reasonably necessary or required by law, ISS First Response will not disclose persona or sensitive information for any purpose other than that for which it was provided.
Direct Marketing	ISS First Response does not collect personal information for the purposes of direct marketing.
Cross border disclosure of personal information	ISS First Response does not disclose personal information overseas unless it is directly related to the provision of its services and has the consent of the customer to transfer such information.
Adoption, use or disclosure of Government identifiers	ISS First Response will not adopt or assign any Government identifier as its own identifier of an individual unless it is required by law.
Quality of personal information	ISS First Response takes reasonable steps to ensure that the personal information it collects is accurate and up-to-date. ISS First Response also takes reasonable steps to ensure that the personal information it uses or discloses is relevant and for the purpose of the use for which it is disclosed.
Security of personal information	ISS First Response takes reasonable steps to ensure that personal information is protected from misuse, interference, loss, unauthorised access, modification or disclosure. ISS First Response securely archives personal information of employees no longer employed by ISS First Response.
Access to personal information	Personal information of employees and former employees is accessible only by Payroll and Human Resources personnel. Customers' personal information is accessible only by authorised administrative and operations personnel tasked with providing the services for which the personal information has been collected.
Correction of personal information	ISS First Response will take reasonable steps to ensure that any personal information it collects is accurate and up-to-date. ISS First Response will correct any errors in the personal information it holds within one business day of being notified of an error.
Breach of privacy and complaints	In the event of ISS First Response becoming aware of a privacy breach it will follow its established policy, procedure and guidelines to resolve the matter. Where applicable, ISS First Response will also advise the individuals involved.

Responsibilities	It is the responsibility of all individuals employed by ISS First Response to read and comply with the Privacy Policy and to report any identified breaches of the policy to a Manager. It is the responsibility of all managers to inform personnel of the Privacy Policy, to monitor compliance with the Policy and to report breaches of the Policy to the Executive Team. It is the responsibility of the Executive Team to investigate and resolve complaints regarding breaches of privacy and to review the Privacy Policy on an annual basis and to ensure that the Policy is amended from time to time to reflect changes in legislation or adopted business practices.

Approved by:	**John Bourton National manager**	**Version**	**1.2**
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