

## Johnstone McGee and Gandy Pty Ltd Privacy Policy

This document sets out the privacy policy of Johnstone McGee and Gandy Pty Ltd ABN 76 473 834 853 (JMG) relating to the protection of the privacy of 'personal information'.

JMG respects and upholds your right to privacy protection and complies with the Australian Privacy Principles.

This policy details the practices we have adopted in the collection, use, disclosure and handling of personal information from you, whilst protecting your privacy, so that you can feel confident about how we manage the personal information you entrust to us.

### Overview

JMG is a consultancy providing engineering, planning and environmental services.

### When do we collect and hold personal information?

Personal information is any information that can be used to identify you, and may be collected directly from you, by a third party you have given consent to disclosing your personal information to JMG, or by a credit agency, government or statutory body.

We collect and hold personal information in a range of contexts:

- when entering into relationships with new clients or in purchasing goods and services;
- when individuals apply for employment with us;
- when individuals commence employment, during employment periods or on leaving our employment; and
- when passing information between JMG, credit, law enforcement, and government agencies, and professional services providers if required.

We rely on comprehensive and accurate personal information about staff in order to ensure that appropriate services are provided to our customers that meet statutory and other agreed requirements.

We also collect information on individuals we undertake business with so that we can provide services, manage our business and commercial relationships, comply with our legal obligations, communicate effectively and enhance the level of service being offered.

We have robust systems and procedures in place to protect your privacy whenever we collect, store, use or disclose your personal information and we are committed to abide by the Privacy Act in the conduct of our business.

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Principals:  
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R Bessell  
MS Clark  
NP Stolp  
RAJ Child  
CJ Males

Johnstone McGee &  
Gandy Pty Ltd  
ABN 76 473 834 852  
ACN 009 547 139  
as trustee for Johnstone  
McGee & Gandy  
Unit Trust

## **What kind of personal information do we collect and hold?**

In accordance with the Privacy Act, 'personal information' means any information by which an individual could be identified. The personal information collected and stored by JMG includes, but is not limited to:

- Photographic identification, including driver's licence or passport;
- Staff's official and preferred names, titles, personal awards, address, telephone, e-mail and facsimile contact details (private and business), date of birth and gender;
- Training and educational details, including any qualifications and accreditations held and courses / seminars attended relevant to the business;
- Work experience and skills, areas of expertise and areas of interest;
- Business related insurances; where relevant and
- Financial details limited to bank account and superannuation fund information provided for funds transfer purposes.

## **How do we collect personal information?**

Most of the personal information is obtained directly from employees when they complete an application for employment. Personal information may also be collected directly via communication including over the telephone, email or written correspondence.

Information from individuals with whom we have a business relationship is generally collected when developing a contract for goods and services.

This information may also be updated from time to time and collected directly via communication including over the telephone, email or written correspondence.

## **How do we use personal information?**

We will use personal information that has been provided to assist in the assessment of applicants for particular positions that may arise.

We may also use personal information for purposes related or ancillary to the main reason we collect it, such as:

- Internal accounting and administration; and
- Regulatory reporting and compliance.

## **How do we manage Marketing and communication?**

The use of employee personal information for marketing purposes by JMG is limited to

- The development of submissions to existing or potential clients in order to develop commercial arrangements related to the provision of services; and

- Development of marketing materials that may allow for identification of individuals, for sending to current and potential clients.

### **Disclosure of your personal information**

JMG may disclose personal information and sensitive information as defined by the Privacy Act, held about you to:

- Senior management committees, boards or panels called to assess applications and investigate complaints, if relevant;
- Limited financial information with the permission of the relevant person where they may gain a personal benefit; and
- Limited personal information where processes are to be initiated against debtors, where payment terms are not being met.

Where JMG staff may have access to commercial information, this information is not to be disclosed to external parties without first seeking permission from affected individuals.

### **Consent**

When persons join the staff of JMG they agree to provide their personal information for the purpose of relevant payments for services provided and in meeting their, and the company's statutory obligations such as reporting to the Australian Taxation office.

However, staff may opt out of the use of their personal information at any time other than for the above purposes by contacting their relevant Group Manager.

Information on debtors and creditors will only be disclosed for purposes outlined in commercial contracts and agreements.

### **Accuracy of personal information**

JMG takes reasonable steps to ensure that all personal information is accurate, complete and up to date. We regularly audit our information and request employees to update our records whenever possible.

### **Access to personal information**

Employees (past, present and applicants for positions) and individuals we undertake business with have a right to request access to the personal information stored by JMG and to request that the information be updated or corrected as and when necessary.

The request for access to personal information will be dealt with in a reasonable time.

### **Security of personal information**

JMG protects personal information from misuse and loss. The steps we take to ensure protection include the use of firewalls, encryption, anti-virus software and login and

password protection. In addition, access is restricted to authorised personnel and training is provided to staff on adherence to the Privacy Act. Hardcopy documents are physically secured through the use of locked cabinets.

JMG will keep personal information during the period of engagement of staff and for five years after conclusion of employment in order to meet any taxation related requirements.

Commercial information relevant to individuals is retained for five years, as required for taxation purposes.

We will take reasonable steps to destroy or permanently de-identify personal information no longer needed.

## **Complaints**

If there is a question on, or complaint about the way JMG has collected, stored or used personal information, a complaint should be made to the Business and Financial Manager in the Hobart Office of JMG, who will endeavour to deal with the complaint and take any steps to resolve the complaint within two weeks.

If the complaint cannot be resolved within that period we will write to the complainant setting out the status of the complaint, any further steps needed to be taken and an estimated length of time required to resolve the complaint. We will inform the complainant whether it is considered that any breach of the Privacy Act has occurred and, if so, the steps being taken to rectify the situation.

If, after giving JMG a reasonable opportunity to resolve the complaint, there is no resolution, the matter can be progressed to the Office of the Australian Information Commissioner.

Complaints should be forwarded by letter to:

The Business and Financial Manager  
Johnstone McGee and Gandy Pty Ltd  
117 Harrington Street  
Hobart, TAS. 7000

Alternatively, by email to ([infohbt@jmg.net.au](mailto:infohbt@jmg.net.au)), or via our website: [www.jmg.net.au](http://www.jmg.net.au).

A written complaint must include a return address, and identify the conduct that is the basis for the complaint. There are no fees for lodging a complaint.

## **Future changes to our Privacy Policy**

We may change this policy from time to time and will notify you by posting an updated version on our website. This document represents our policy as at April 2015.