



The Australasian Certification Authority for Reinforcing and Structural Steels Ltd ACN 096 692 545 (**ACRS**) is committed to ensuring privacy compliance of your personal information in accordance with the *Privacy Act* 1988 (Cth) (the **Act**) and the Australian Privacy Principles.

### 1 WHAT PERSONAL INFORMATION DO WE COLLECT?

ACRS may collect the following types of personal information:

- Your name, address and date of birth
- Your contact details
- Your profession, occupation or job title
- Information that you provide when inquiring about, applying for or in the course of seeking ACRS certification or when you apply for or provide services in respect of the administration of the ACRS certification scheme

### 2 WHAT IS THE PURPOSE OF COLLECTING YOUR PERSONAL INFORMATION?

ACRS collects personal information about you so that ACRS can deal with you and manage its relationship with you in the administration, promotion and governance of the ACRS steel certification scheme and the conduct of ACRS functions and activities.

### 3 HOW WE COLLECT YOUR PERSONAL INFORMATION

ACRS may collect personal information about you when you deal with ACRS in person or by telephone, mail, fax, e-mail or social media or when you visit the ACRS web site(s), including through tracking technologies such as cookies.

### 4 USE AND DISCLOSURE OF YOUR PERSONAL INFORMATION

Personal information about you is collected by ACRS so that ACRS can perform its activities and functions and administer and promote the ACRS steel certification scheme.

Without limitation of the above, ACRS collects, holds, uses and discloses your personal information for the following purposes:

- to manage your relationship with ACRS;
- to administer any application made for, or the conduct of, ACRS certification;
- to provide you with further information about certification and related products or services ACRS can offer;
- to send communications about or supply certification and related products and services when requested by you;
- to answer enquiries and provide information or advice about existing and new products and services;
- to provide you with access to protected areas of the ACRS website(s);
- to assess the performance of the ACRS website(s) and to improve the operation of the website;



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- to conduct business processing functions including providing personal information to ACRS related bodies corporate, regulators, members, contractors, service providers or other third parties;
- for the administrative, planning, quality control and research purposes of ACRS and ACRS related bodies corporate, contractors or service providers;
- to provide your updated personal information to ACRS related bodies corporate, members, contractors or service providers;
- to update ACRS records and keep your contact details up to date;
- to process and respond to any access request or complaint made by you; and
- to comply with any law, rule, regulation, lawful and binding determination, decision or direction of a regulator, or in co-operation with any governmental authority.

ACRS will only collect personal information about you directly from you, except where that is unreasonable or impracticable.

If you do not provide ACRS with the requested information ACRS may not be able to provide you with ACRS products or services, or enable you to interact or engage with ACRS.

ACRS has noted the requirements of the Privacy Amendment (Enhancing Privacy Protection) Act 2012 effective 12 March 2014, and of the Spam Act 2003.

ACRS holds information for persons and organisations that have an existing business or other relationship with ACRS, or through their conspicuous publication of a work-related electronic address enable ACRS to send them commercial electronic messages that relate directly to that person's or organisation's line of work.

If you receive communications from ACRS that you do not wish to receive, you may remove your name from the database by contacting ACRS using the contact information below. Please allow 14 days for the request to be processed.

ACRS will not sell or otherwise provide to any third party any personal information collected or held by ACRS, except to ACRS related bodies corporate, ACRS professional advisers, ACRS consultants and service providers (including certifiers), ACRS members, ACRS auditors and regulators or where required or permitted by law or with your consent.

ACRS will keep your hard copy or electronic records on our premises and systems or off site using trusted third parties.

From time to time, ACRS may send your information overseas to contractors and service providers and other third parties who operate or hold data outside Australia, including to those overseas countries in which ACRS certification activities are conducted including those countries identified on the ACRS website(s) or in ACRS reports as being countries where ACRS operates or where certification activities are conducted.

Please note that Australian privacy law or equivalent foreign laws may not apply to some of those entities and ACRS may not necessarily take such steps to ensure that such entities do not breach the Australian Privacy Principles in relation to your information and by continuing to use ACRS products and services, including certification, you consent to the disclosure of your personal information to such overseas recipients.



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### **5 HOW LONG IS THE INFORMATION KEPT?**

Your personal information may be kept indefinitely.

### **6 SECURITY OF YOUR PERSONAL INFORMATION**

Your personal information may be stored in hardcopy or electronically. ACRS has security procedures in place to protect your personal information.

### **7 GAINING ACCESS TO, AND SEEKING CORRECTION OF, INFORMATION WE HOLD ABOUT YOU**

You may request access to any personal information ACRS are still holding about you at any time by contacting ACRS (see the details below).

Where ACRS holds information that you are entitled to access, ACRS will try to provide you with a suitable means of accessing it (for example, by mailing or emailing it to you).

ACRS may charge you a reasonable fee to cover ACRS administrative and other reasonable costs in providing the information to you.

ACRS will not charge you for simply making the request and will not charge you for making any corrections to your personal information.

There may be instances where ACRS cannot grant you access to the personal information ACRS holds.

For example, ACRS may need to refuse access if granting access would interfere with the privacy of others or if it would result in a breach of confidentiality. If that happens, ACRS will give you written reasons for any refusal.

### **8 MAKING A COMPLAINT**

If you believe that ACRS has interfered with your privacy, please make contact using the contact information below and provide details of the incident so that ACRS can investigate it.

ACRS will treat your complaint confidentially, investigate your complaint and aim to ensure that ACRS contacts you within a reasonable time (and in any event within the time required by the Act, if applicable).

ACRS will endeavour to resolve your complaint as quickly as possible. Once ACRS has received the complaint, the ACRS Privacy Officer will endeavour to provide you with an answer within 30 days.

If you are not satisfied with the proposed resolution of your complaint, you may lodge a formal complaint with the Office of the Australian Information Commissioner:

- Online: via [www.oaic.gov.au](http://www.oaic.gov.au)
- By mail: GPO Box 5218 Sydney NSW 2001



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- By fax: +61 2 9284 9666
- By email: enquiries@oaic.gov.au

### 9 CONTACTING US

For questions or enquiries about privacy at ACRS, please contact the Privacy Officer as follows:

By mail: Attn: The Privacy Officer  
ACRS  
PO Box 1369  
CROWS NEST NSW 1585  
AUSTRALIA

Tel: +61 2 9965 7216  
Fax: +61 2 9965 7219  
Email: info@steelcertification.com

### 10 UPDATES TO THIS POLICY

This Privacy Policy will be reviewed from time to time to take account of new laws and technology, changes to ACRS operations and practices and the changes to the certification regulatory and business environment. A copy of any updated Privacy Policy can be obtained by contacting the Privacy Officer.

### 11 DOCUMENT CONTROL

Most recent version	Operative date	Summary of changes from last version	Approved by
1.1	28/08/2014	Document reviewed and revised by CBP Lawyers	Executive Director
1.0	29/05/2014	Preliminary Version 1.0 approved at the 29 May 2014 Board meeting.	Board
Draft 1	26/04/2014	Preliminary draft of document/procedure template	Executive Director