



# Privacy Policy

## Privacy Policy

Associated Cleaning Services Pty Ltd is committed to providing quality services to you and this policy outlines our ongoing obligations to you in respect of how we manage your Personal Information.

We have adopted the Australian Privacy Principles (APPs) contained in the Privacy Act 1988 (Cth) (the Privacy Act). The APPs govern the way in which we collect, use, disclose, store, secure and dispose of your Personal Information. A copy of the Australian Privacy Principles may be obtained from the website of The Office of the Australian Information Commissioner at [www.oaic.gov.au](http://www.oaic.gov.au)

### What is Personal Information and Why do we Collect it?

Personal Information is information or an opinion that identifies an individual. Examples of Personal Information we collect include names, addresses, email addresses, phone and facsimile numbers.

This Personal Information is obtained in many ways including interviews, correspondence, by telephone and facsimile, by email, via our website [www.associatedcleaning.com.au](http://www.associatedcleaning.com.au), from your website, from media and publications, from other publicly available sources and from third parties. We do not guarantee the content, links or privacy practices of authorised third-party websites.

We collect your Personal Information for the primary purpose of providing our services to you, providing information to our clients and marketing. We may also use your Personal Information for secondary purposes closely related to the primary purpose, in circumstances where you would reasonably expect such use or disclosure. When we collect Personal Information, we will, where appropriate and where possible, explain to you why we are collecting the information and how we plan to use it.

### Anonymity and Pseudonymity

Where it is lawful and practicable to do so, you have the option of dealing with us anonymously or by using a pseudonym. However, in most cases we will need your Personal Information in order to provide our services to you, and dealing with us anonymously may not be practicable.

### Sensitive Information

Sensitive information is defined in the Privacy Act to include information or opinion about such things as an individual's racial or ethnic origin, political opinions, membership of a political association, religious or philosophical beliefs, membership of a trade union or other professional body, criminal record or health information.

#### ***Sensitive information will be used by us only:***

- For the primary purpose for which it was obtained
- For a secondary purpose that is directly related to the primary purpose
- With your consent or where required or authorised by law.

### Third Parties

Where reasonable and practicable to do so, we will collect your Personal Information only from you. However, in some circumstances we may be provided with information by third parties. In such a case we will take reasonable steps to ensure that you are made aware of the information provided to us by the third party.

## Disclosure of Personal Information

***We do not disclose your Personal Information to third parties, except in the following limited circumstances:***

- Where you have consented to the use or disclosure; and
- Where the use or disclosure is required or authorised by law.

## Overseas Disclosure

We do not disclose your Personal Information to recipients located outside Australia. If this position changes in the future, we will update this policy and, where we disclose Personal Information to an overseas recipient, take reasonable steps to ensure the recipient handles it in a manner consistent with the Australian Privacy Principles.

## Security of Personal Information

Your Personal Information is stored in a manner that reasonably protects it from misuse and loss and from unauthorised access, modification or disclosure.

When your Personal Information is no longer needed for the purpose for which it was obtained, we will take reasonable steps to destroy or permanently de-identify your Personal Information. However, most of the Personal Information is or will be stored in client files which will be kept by us for a minimum of 7 years.

## Data Breaches

We take reasonable steps to protect your Personal Information from a data breach. In the event of a data breach that is likely to result in serious harm to any individual whose Personal Information is involved, we will assess the breach and, where the Notifiable Data Breaches scheme under Part IIIC of the Privacy Act applies, notify the affected individuals and the Office of the Australian Information Commissioner as soon as practicable, in accordance with our data breach response procedures.

## Access to Your Personal Information

You may access the Personal Information we hold about you and to update and/or correct it, subject to certain exceptions. If you wish to access your Personal Information, please contact us in writing. Associated Cleaning Services Pty Ltd will not charge any fee for your access request but may charge an administrative fee for providing a copy of your Personal Information.

In order to protect your Personal Information, we may require identification from you before releasing the requested information.

## Maintaining the Quality of Your Personal Information

It is important to us that your Personal Information is up to date. We will take reasonable steps to make sure that your Personal Information is accurate, complete and up to date. If you find that the information we have is not up to date or is inaccurate, please advise us as soon as practicable so we can update our records and ensure we can continue to provide quality services to you.

## Policy Updates

This Policy may change from time to time and is available on our website.

## Privacy Policy Complaints and Enquiries

If you have any queries or complaints about our Privacy Policy, please contact us at:  
Associated Cleaning Services Pty Ltd – 3/26 Commercial Road, Newstead QLD 4006  
We will acknowledge your complaint promptly and aim to investigate and respond to you within a reasonable period, usually within 30 days. If you are not satisfied with our response, or you believe we have breached the Australian Privacy Principles, you may lodge a complaint with the Office of the Australian Information Commissioner (OAIC) at [www.oaic.gov.au](http://www.oaic.gov.au) or by telephone on 1300 363 992.

## Document Control

Version #	Date	Amendment
1		Initial policy write
2	11/01/2024	Change format and logo
3	27/06/2026	Compliance review against the Privacy Act 1988 (Cth) and Australian Privacy Principles (APPs): corrected outdated NPP reference and OAIC web address; added Anonymity and Pseudonymity (APP 2), Overseas Disclosure (APP 8) and Data Breaches (Notifiable Data Breaches scheme) sections; clarified that Personal Information is not disclosed to third parties or overseas recipients except with consent or as required or authorised by law; expanded the complaints-handling process (including OAIC escalation); and minor spelling, grammar and document-control updates.