



Certex Privacy Policy

Australian Privacy Principles

Certex International Pty Ltd takes seriously its commitment to preserve the privacy of the personal information that we collect.

Certex International Pty Ltd provides audit and certification services to organisations in Australia and New Zealand. We only seek to collect personal information that is necessary for the proper performance of our tasks and functions. We collect, hold, use and disclose personal information to carry out our functions or activities in accordance with the Australian Privacy Principles set out under the Privacy Act 1988 (Privacy Act) as amended.

Type of Personal Information Held

The personal information that we collect and hold usually falls into the following categories:

- Client personnel including:
 - contact details, title, telephone, and email and office addresses
 - screen shots of participants in online audits
 - mention in audit reports and assessments;
- Certex personnel information including:
 - contact details
 - competencies eg skills, qualifications and work and audit experience
 - work behaviour and performance
 - workforce screening results eg police records, references, industry associations and other memberships
 - incidents in the workplace;
- Information submitted and obtained in relation to people seeking work with Certex.

How We Collect Information

Usually the personal information we collect will be requested directly from the individual concerned. In some instances, such as when confirming the information provided, we will collect information from third parties including referees, company websites, public registers, Linked-In and internet searches.

During audits, Auditors will collect information directly from audit participants and activity records, and from files uploaded by the client onto OneHub. In some audits, Auditors may sight information on “second party individuals”, that is, individuals who are external to the client organisation but participants in a client activity such as recruitment candidates. Such information is de-identified, that is, only the first 2 letters of their first and last names is recorded and presented in the audit report.

If the individual chooses to not provide us the information we require we may be unable to provide our audit and certification services, or engage them as auditors or office personnel.

Unsolicited Information

Insofar as practicable, we may decline to collect unsolicited personal information and may take such measures as we think appropriate to remove it from our systems. This includes where a client has uploaded personal information on “second-party individuals”.



How We Hold Personal Information

Certex holds personal information in electronic form in cloud-based services such as Microsoft Office 365, ActionStep (operating system) and OneHub (extranet).

Purposes for Which We Hold Personal Information

We primarily hold personal information for the following purposes:

- Client personnel
 - Providing individual client access to the organization's certification program
 - Reporting audit findings
 - Client and business relationship management
- Certex personnel and those seeking work with Certex
- Work experience and history
- Competency assessments and training, and
- General personnel management including audit allocation, work and payment.

Disclosures

We may disclose personal information on our personnel, such as audit experience and qualifications to clients and potential clients, or to insurers and other professionals providing us services.

We disclose personal information on personnel within the group of companies that includes Certex. The related entities in this group are:

- Fathom Business Architects International Pty Ltd
- Service Excellence Consulting Pty Ltd
- Talent Engagement Standard Pty Ltd

We may disclose personal information where obliged to under our license with JASANZ (Joint Accreditation System, Australia and New Zealand).

We may disclose personal information where we are under a legal duty to do so, including circumstances where we are under a lawful duty of care to disclose information.

In some cases we may only disclose information with consent from the individual.

Overseas Disclosures

We may disclose personal information to the New Zealand based office of JASANZ.

Contractors and Others

We contract out a number of services from time to time and also work with other agencies and committees. These parties may see some personal information. These parties may include:

- Certex Auditors (contractors)
- IT Contractors and database designers
- JASANZ auditors
- Certex Advisory Board
- Certex Impartiality Committee
- Tax accountant
- Insurer.



Sensitive Information Security

We take reasonable steps to ensure that sensitive information and any information that has potentially serious adverse consequences if misused, is only accessible by those in Certex who need access to it.

Access to and Correction of Information

If an individual wishes to obtain access to the personal information we hold about them, they should contact the Certex Privacy Co-ordinator. They will need to be in a position where they can verify their identity. Certex may impose a moderate charge in providing access. We may refuse access if it would interfere with the privacy rights of other persons or if it breaches any confidentiality that attaches to that information, otherwise efforts will be made to obtain the information as soon as reasonably possible.

An individual can ask us to correct Personal information that we hold about them if they believe it is inaccurate, out of date, incomplete, irrelevant or misleading.

Destroying and De-identifying Information

We destroy or permanently de-identify personal information when it is no longer required for any purpose for which it may be used or disclosed. Where it is not practicable to destroy or de-identify electronic data we will take reasonable steps to prevent inadvertent access.

Audit reports and other materials are retained for six (6) years (current and previous audit triennials) and may be retained for longer.

Information Security

We will take all reasonable steps to ensure the information you provide us remains secure and confidential and is only used for the performance of our functions or activities as an accredited certification body.

Data Breaches

Certex has prepared a Data Breach Response Plan (DBRP) which sets out the procedure to be followed in the event that the business experiences a data breach or suspects that a data breach has occurred. The DBRP includes contact details of the Response Team and sets out a response procedure in 6 steps, including notification to any affected individual who is at risk of serious harm.

How to make Inquiries and Complaints

Individuals can make further inquiries or complaints to our Privacy Co-ordinator whose contact details are Dianne Gibert, 03 9555 3855, dianne@certex.com.au.

Complaints may also be made to the Office of the Australian Information Commissioner. <http://www.oaic.gov.au/about-us/contact-us-page>.

Contact Details

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