

COURTHEATH PRIVACY POLICY

DECEMBER 2024

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1 PRIVACY AT COURTHEATH

1.1 COMMITMENT

At CourtHeath, we are committed to the proper management of all personal information.

1.2 OBJECTIVES

The objective of this policy is to outline how CourtHeath will manage privacy.

1.3 DEFINITION

In this Privacy Policy the term "personal information" refers to any information or opinion about an individual whose identity is apparent or can be reasonably ascertained from the information or opinion.

2 THE PRIVACY LANDSCAPE

2.1 WHAT PERSONAL INFORMATION DOES COURTHEATH COLLECT AND HOLD?

The kinds of personal information that CourtHeath collects and holds include:

- employment information and information relating to sub-contractors and business partners
- contact information for clients and people making enquiries
- compliance information
- information for the purpose of providing advice to clients.

CourtHeath does not hold sensitive information such as information about an individual's race, ethnicity, political opinion or party membership, religion, union membership, sexual preference or criminal record.


2.2 HOW DOES COURTHEATH COLLECT INFORMATION?

CourtHeath collects personal information through:

- direct contact from clients and people making enquiries by telephone or email, and
- affiliation with professional and other associations.

2.3 WHY DOES COURTHEATH COLLECT INFORMATION?

CourtHeath collects personal information:

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- to maintain employment, business and accounting records
 - to identify, create and provide services to clients and prospective clients
 - to establish and operate marketing and information services.

3 USE AND DISCLOSURE

3.1 HOW AND WHERE DOES COURTHEATH USE AND DISCLOSE PERSONAL INFORMATION?

CourtHeath may disclose personal information to the following persons, organisations or types of organisations for the purposes of operating its business and providing services to clients:

- information systems and technology companies
- market research companies
- mailing houses
- consultants
- contractors.

3.2 WHAT IF I DO NOT WANT MY PERSONAL INFORMATION TO BE DISCLOSED?

If you do not want your personal information to be disclosed, CourtHeath will endeavour to accommodate this request.

4 DATA SECURITY

CourtHeath takes reasonable steps to keep all personal information secure and to protect that personal information from misuse, interference and loss and from unauthorised access, modification or disclosure.

If CourtHeath determines that personal information is no longer needed for any purpose, CourtHeath will take reasonable steps to destroy or permanently de-identify that personal information, unless CourtHeath is required by law or a court or tribunal order to retain the information.

When using CourtHeath systems, you should be aware that no data transmission over the internet can be guaranteed as totally secure. Although CourtHeath strives to protect such information, CourtHeath does not warrant the security of any information transmitted to it over the internet. Any information transmitted to CourtHeath over the internet is done so at the risk of the person or organisation transmitting the information.



5 ACCESS, CORRECTIONS AND COMPLAINTS

CourtHeath endeavours to keep personal information accurate, complete and up-to-date.

If any person wishes to access, review or request corrections to their personal information held by CourtHeath or complain about a breach of the Australian Privacy Principles (APP) or a registered APP code that binds CourtHeath Consulting, the person may do so at any time by contacting CourtHeath on the details below during normal business hours, Monday to Friday. However, CourtHeath may decline to provide any person with access to information where CourtHeath is permitted by law to withhold that information.

When CourtHeath receives complaints regarding a breach such as that identified above, CourtHeath will review and respond to the complaint within a reasonable period after receipt of the complaint.

FURTHER INFORMATION

If any person requires information about the way CourtHeath manages personal information or has any queries, problems or complaints the person can contact CourtHeath on the details below.

info@courtheath.com.au