



# Sydney Digital & Print Services

## Privacy Policy

*For the attention of individuals whose personal information may be collected by this organisation*

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## **Purpose of the Policy**

Sydney Digital & Print Services takes its obligations under the Privacy Act seriously and would like to take all reasonable steps in order to comply with the Act and protect the privacy of the personal information that we hold. This policy sets out how we intend to do so.

The personal information that the Organisation collects are as follows:

Sydney Digital & Print Services collects/holds the following personal information:

Your name

Address

Other - driving licence, phone number, email address

## ***Why we collect it?***

Sydney Digital & Print Services collects, uses and discloses the information in accordance with the Collection Statement.

We collect the information for the purpose of:

Selling you our product

Selling you our services

Processing payment

We may also collect the information for competitions, market research, customer loyalty programs, suppliers terms and conditions, security reasons and protection of staff and company assets.

## ***Access to your personal information***

Sydney Digital & Print Services provides access to the personal information that we hold about you. If you require access to your personal information please contact the Company Privacy Officer on telephone (02) 9999 1233.

## ***Complaints***

If you have any complaints about our privacy practice or wish to make a complaint about how your personal information is managed please contact the Company Privacy Officer on telephone (02) 9999 1233.

## ***Storage***

We will take all reasonable steps to protect the security of the personal information that we hold. This includes appropriate measures to protect electronic materials and materials stored and generated in hard copy.

## ***Contract***

We do not contract out data storage or processing functions.

## ***What happens if you choose not to provide the information?***

You are not obligated to give us your personal information. However, if you choose not to provide Sydney Digital & Print Services with your details such as (name, address, phone number and email address) we may not be able to provide you with the full range of our services. You can gain access to the personal information that the organisation holds about you. If you wish to do so please refer to our Collection Statement and Access Policy published on the Sydney Digital & Print Services website [www.sydneydps.com.au](http://www.sydneydps.com.au) or contact the Company Privacy Officer on telephone (02) 9999 1233.

# COLLECTION STATEMENT

The personal information collected is collected by Sydney Digital & Print Services.

The information is collected for the purpose of:

- Selling you our product
- Selling you our services
- Processing payment

We may also collect the information for competitions, market research, customer loyalty programs, suppliers terms and conditions, security reasons and protection of staff and company assets.

Sydney Digital & Print Services will usually disclose this information to:

- Our insurer/s

We collect the information in order to comply with our legal obligations (e.g. credit reporting obligations).

## ***What happens if you choose not to provide the information?***

You are not obligated to give us your personal information. However, if you choose not to provide Sydney Digital & Print Services with the personal detail (name, address, phone number and email address) we may not be able to provide you with the full range of our services.

You can gain access to the personal information that the organisation holds about you. If you wish to do so please refer to our Collection Statement and Access Policy published on Sydney Digital & Print Services website ([www.sydneydps.com.au](http://www.sydneydps.com.au)) or contact the Company Privacy Officer on telephone (02) 9999 1233.

## ***Sources of information***

Where possible Sydney Digital & Print Services will collect the information directly from the customer.

If the personal information was collected not from the customer but from another party, the Organisation must take reasonable steps to inform that individual of the Collection and provide the above Collection Statement.

# ACCESS POLICY

This policy is directed to those individuals whose personal information is held by our Organisation.

## ***Purpose***

The purpose of this Policy is to set out how Sydney Digital & Print Services will provide access to your personal information. The Policy is part of our Privacy Policy and our desire to provide for, maintain and give effect to your right to privacy.

## ***Overriding Principles***

At all times the conduct under this policy will be governed by the following principles:

All requests for access will be treated seriously

All requests will be dealt with promptly

All requests will be dealt with in a confidential manner

Your request to access your personal information will not effect your existing obligations or effect the commercial arrangements between you and Sydney Digital & Print Services.

## ***Form of Access***

Sydney Digital & Print Services will provide access by allowing you to inspect, take notes of or receive copies of print outs of the personal information that Sydney Digital & Print Services holds about you.

You can make your request in writing by official letter by contacting the Company Privacy Officer, PO Box 1435, Mona Vale NSW 2103.

To obtain access you will have to provide proof of your identity. This is necessary to ensure that personal information is provided only to the correct individuals and the privacy of others is not undermined.

## ***When will Access be denied?***

Access will be denied if:

the request does not relate to the personal information of the person making the request;

providing access would pose a serious and imminent threat to life or health of a person;

providing access would create an unreasonable impact on the privacy of others;

the request is frivolous and vexatious;

the request relates to existing or anticipated legal proceedings;

providing access would prejudice negotiations with the individual making the request;

access would be unlawful;

denial of access if authorised or required by law;

access would prejudice law enforcement activities;

access discloses a 'commercially sensitive' decision making process or information; or

any other reason that is provided for in the National Privacy Principles (NPPs) set-out under the Privacy Act.

Where possible Sydney Digital & Print Services will favour providing access. It may do so by providing access to the appropriate parts of the record or by using an appropriate 'intermediary'.

Where there is a dispute about the right or forms of access these will be dealt with in accordance with Sydney Digital & Print Services Grievance Policy.

## ***Time***

We will take all reasonable steps to provide access within 30 days of your request. In cases where the request is not complicated or does not require access to a large volume of information, we will provide information within 14 days.

## ***Costs and charges***

Sydney Digital & Print Services will impose the following charges:

Photocopying - \$1.00 per page

Delivery cost of information stored off-site - where information is stored off-site, the cost of obtaining access to the information is \$25.00

Access to electronic databases - \$25.00

# PRIVACY COMPLAINTS: HOW WE HANDLE PRIVACY COMPLAINTS

## ***Introduction***

Sydney Digital & Print Services sees the importance of privacy to the organisation, its customers and other stakeholders. As such, Sydney Digital & Print Services is committed to protecting the privacy of the personal information that we hold. This is part of our organisation:

- Legal obligations under the Privacy Act 1988
- Ethical and business obligations
- Service to you

Sydney Digital & Print Services places high priority on effectively dealing with any complaints dealing about privacy that you may have.

## ***Overriding principles***

At all times the conduct under this policy will be governed by the following principles:

- All complaints will be treated seriously
- All complaints will be dealt with promptly
- All complaints will be dealt with in a confidential manner

The privacy complaint will not effect your existing obligations or the commercial arrangements that exists between this organisation and you.

## ***Who may complain under this policy?***

If you have provided us with personal information you have a right to make a complaint, have it investigated and dealt with under this policy.

## ***What is a privacy complaint?***

A privacy complaint relates to any concern or dispute that you have with our privacy practices as it relates to your personal information. This could include matters such as:

- How personal information is collected
- How personal information is stored
- How this information is used or disclosed
- How access is provided
- What do I do if I have a complaint about privacy practices?

Sydney Digital & Print Services resolves grievances at the local level if possible. If you have a complaint about privacy please contact the Privacy Officer on telephone (02) 9999 1233.

All complaints will be logged on a database/complaints register.

You may complain orally or in writing to the Company Privacy Officer PO Box 1435, Mona Vale NSW 2103. Usually your contact with the organisation will be the proper person to discuss or resolve your complaint, however, if your privacy complaint is not resolved the matter will then be referred to one of the company directors, the next level of management.

## ***Grievance Procedure***

The goal of this policy is to achieve an effective resolution of your complaint within a reasonable set time frame of 28 days.

Request further information: Your initial contact may request further information from you. You should be prepared to give as many details as possible including details of any relevant dates and documentation. This will enable the contact to investigate the complaint and determine an appropriate and useful solution. All details provided will be kept confidential.

**Discuss options:** We will discuss options for resolution and if you have suggestions about how the matter might be resolved you should discuss these with your contact. The contact could also suggest other solutions or give examples of how the personal information can be revised or stored in a different way.

**Investigation:** The complaint may be investigated. The organisation will try to do so within [72 hours/as soon as possible]. It may be necessary to contact others in order to proceed with the investigation. This may be necessary in order to progress your complaint.

**Escalate internally:** If your complaint can't be resolved it will be referred to a company director. This will be discussed with you before the referral.

**Discussion with any other parties:** If your complaint deals with the conduct of our team members we will raise the matter with the team member concerned and seek their comment and input in the resolution of the complaint and investigation stage.

**The complaint is resolved:** If your complaint is found to be substantiated, you will be informed of the reason for the decision. Sydney Digital & Print Services will then take appropriate steps to resolve the complaint and prevent the problem from recurring.

If there is still disagreement your complaint will be dealt with by a mutually agreed independent intermediary.

If after all the above steps have been followed your complaint is unresolved you are free to take your complaint formally to the Federal Office of the Privacy Commissioner.

## ***Records***

The organisation will keep a record of your complaint and the outcome.

## ***Anonymous complaints***

Sydney Digital & Print Services is unable to deal with anonymous complaints as we are unable to investigate properly and follow-up such complaints.

However, in the event that an anonymous complaint is received, Sydney Digital & Print Services will note the issues raised and try and resolve them appropriately. For example, Sydney Digital & Print Services may wish to conduct further training or provide assistance in a given area.

## ***Information***

For any further information about this policy please contact the Company Privacy Officer on telephone (02) 9999 1233.