

1. Background

1.1 General

Queensland Inspection Services Pty Ltd (ABN 18 101 951 231) (Queensland Inspection Services) is committed to protecting your privacy in accordance with applicable Australian privacy laws. The Policy describes the types of personal information we may collect about you, the purposes for which we use the information, the circumstances in which we may share the information and the steps that we take to safeguard the information to protect your privacy.

A copy of this Privacy Policy is available on the Queensland Inspection Services website at www.wovi.com.au/privacy-policy or you can request a copy by contacting our Privacy Officer – details at 9.

1.2 What is personal information?

Personal information means information or an opinion, whether true or not and whether recorded in a material form or not, about an individual who is identified or reasonably identifiable.

1.3 Employee records

Queensland Inspection Services is generally exempt from the Privacy Act when it collects and handles employee records and this Privacy Policy does not apply to that information. Where State or Territory health privacy legislation applies, we are required to protect the privacy of employee health information. This Privacy Policy will apply in those circumstances.

2. What we collect

2.1 General

The type of personal information that we collect about you depends on the type of dealings you have with us. For example, if you:

- **request an inspection from us by telephone to our call centre or through our website on the online booking form:** the information we collect includes your name, address, telephone number/s, email address and photo ID (driver's licence, RTA/Government issued photo identification or passport)
- **arrange an inspection at our site:** the information above and a safety certificate, repair receipts for repairs as evidence for the inspection report, statutory declaration (water or hail damaged vehicles), authorisation letter if you are representing another party (eg. company or business), a letter of identity of the person attending the inspection in your place and also (where available) original owner purchase receipt. **send us an enquiry or provide us with feedback including through our call centre:** we will collect your name, contact details, details of your enquiry or feedback and information about our response
- **apply for a job at Queensland Inspection Services:** we will collect the information you include in your job application, including your cover letter, resume, contact details and referee reports.

2.2 Sensitive information

Sensitive information is a subset of personal information that is generally afforded a higher level of privacy protection, such as health information. Queensland Inspection Services only collects sensitive information where it is reasonably necessary for our functions or activities and either:

- the individual has consented; or
- we are required or authorised by or under law (including applicable privacy legislation) to do so.

For example, we may collect your personal information as a director or principal of a company or business.

2.3 Collection of information other than personal information through our website

When you visit the Queensland Inspection Services website, some of the information that is collected about your visit is not personal information, as it does not reveal your identity.

Site visit information

For example, our web host provider may record and provide to us your server address, your top level domain name (for example, .com, .gov, .au, .nz etc), the date and time of your visit, the pages you visited, any documents you downloaded, the previous site you visited and the type of browser and operating system you used.

This information is used and disclosed by Queensland Inspection Services in anonymous, aggregated form only, for purposes including statistical analysis and to assist Queensland Inspection Services to improve the functionality and usability of the website. You are not individually identified, however Queensland Inspection Services reserves its right to use or disclose this information to try to locate an individual where we reasonably believe that the individual may have engaged in any unlawful or inappropriate activity in connection with our website, or where we are otherwise required or authorised by law to do so.

Cookies

Cookies are small text files that may be placed on your Web browser when you visit our website or when you view advertisements we have placed on other websites. Cookies allow your browser to remember some specific information which the Web server can later retrieve and use. We do not use cookies to store any personal information that could be read or understood by others. The cookies used by Queensland Inspection Services do not identify individual users, although they do identify the user's internet browser.

Cookies are used primarily for administrative purposes to improve your experience with our website. Queensland Inspection Services's website makes use of both session and persistent browser cookies, so that we can provide you as a registered user with a secure member's page by "authenticating you" when you sign in to our website and to make sure that they have agreed to our Terms and Conditions and Privacy Policy.

We may also use Cookies to conduct research and perform statistical analytics to improve the website and our products and services. This is done anonymously and we do not analyse individuals' behaviour.

Most internet browsers are set to accept cookies. If you prefer not to receive them, you can adjust your internet browser to reject cookies, or to notify you when they are being used. However this will mean that you are unable to take full advantage of the website's features.

2.4 Collection required or authorised by law

We may be required or authorised to collect personal information by or under an Australian law or a court/tribunal order including the following types of legislation applicable to the relevant State in relation to: written off vehicle inspections and relevant State and Territory regulators (eg. Qld TMR or VicRoads), Consumer Law and Fair Trading, Unclaimed Money, Disposal of Uncollected Goods and Personal Property Securities.

3. How we collect personal information

3.1 Methods of collection

We collect personal information in a number of ways, including:

- By telephone, eg. to our call centre to book an inspection or provide feedback
 - in person (for example, when you attend our site to arrange an inspection)
 - through the Queensland Inspection Services website (for example, if you request an inspection via the online booking form)
 - from written correspondence (such as letters, faxes and emails)
 - on hard copy forms
 - through surveillance cameras; and
 - from third parties:
 - we may use various database providers for purposes such as, address validation software for personal information we maintain which will verify your personal information against such sources as Australia Post however this software provider will not access your data.
 - we may use other database providers for customer assistance such as a system that enables us to link you to the nearest Queensland Inspection Services site when you make an enquiry online.
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4. Why we collect personal information

The main purposes for which we collect, hold, use and disclose personal information are set out below.

- Identify who is arranging inspections
- advise Queensland, Transport and Main Roads Department of the result of the inspections
- confirm whether any security interests are recorded in relation to the item (eg. if the item is uncollected from our site)
- receive payments from you
- protect the security of our offices, staff, customers and the property held on our premises
- answer queries and resolving complaints
- recruit staff and contractors
- general account management, planning and administration

We may also collect, hold, use and disclose personal information for other purposes explained at the time of collection or which are:

- required or authorised by or under law (including, without limitation, privacy legislation); and
 - for which you have provided your consent.
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5. Who we may share your personal information with

We may share your personal information with third parties including:

- if you arrange an inspection with us we may disclose your personal information to Queensland, Transport & Main Roads Department
- with appropriate regulators in other States and Territories (eg. Qld TMR, VicRoads)
- the Personal Property Securities Register, to check whether any security interests are recorded in relation to an item provided to us for inspection that may remain as uncollected goods
- state and federal government authorities (for example, the Office of State Revenue for unclaimed money, ASIC in checking directors details for companies)
- referees whose details are provided to us by job applicants
- Queensland Inspection Services's contracted service providers that are located in Australia, including:
 - information technology and data storage providers
 - call centres
 - mail houses
 - external business advisers (such as recruitment advisors, auditors and lawyers).

In each case, we may disclose personal information to the service provider and the service provider may in turn provide us with personal information collected from you in the course of providing the relevant products or services.

Non affiliated companies that assist Queensland Inspection Services in providing services to you are required to maintain the confidentiality of such information to the extent that they receive it and to use your personal information only in the course of providing such services and only for the purposes that Queensland Inspection Services dictates.

6. Cross border disclosure of personal information

Queensland Inspection Services does not currently and is not likely to disclose personal information to third parties located overseas. If this changes in the future Queensland Inspection Services will comply with the requirements of the Privacy Act that apply to cross border disclosures of personal information and this Privacy Policy will be amended accordingly. Data quality and security

6.1 General

Queensland Inspection Services limits access to your information to authorised Queensland Inspection Services employees or agents and our service providers are held to stringent standards of privacy. We also maintain physical, electronic and procedural safeguards to protect the

information against loss, misuse, damage or modification and unauthorised access or disclosure. Some of our features of our information security program include:

- A dedicated information security group within the IT department that designs, implements and provides oversight to our information security program
- Use of specialised technology such as firewalls
- Testing of the security and operability of products and services before they are introduced to the internet, as well as ongoing scanning for publicly known vulnerabilities in the technology
- Internal and external reviews of our internet sites and services
- Monitoring our systems infrastructure to detect weaknesses and potential intrusions
- Implementing controls to identify, authenticate and authorise access to various systems or site
- Protecting information during transmission through various means
- Specific requirement for database backup and retention
- Providing Queensland Inspection Services personnel with relevant training and continually updating our security practices in light of new risks and developments in technology.

We hold personal information in a number of ways, including in hard copy documents, electronic databases, email contact lists, and in paper files held in a secure manner. Paper files may also be archived in boxes and stored offsite in secure facilities. We take reasonable steps to:

- ensure that the personal information that we collect, use and disclose is accurate, up to date and complete and (in the case of use and disclosure) relevant
- protect the personal information that we hold from misuse, interference and loss and from unauthorised access, modification or disclosure
- destroy or permanently de-identify personal information that is no longer needed for any purpose that is permitted by the APPs.

You can help us keep your information up to date, by letting us know about any changes to your details, such as your address, email address or phone number.

6.2 Security

The steps we take to secure the personal information we hold include website protection measures (such as firewalls and anti-virus software), security restrictions on access to Queensland Inspection Services's computer systems (such as login and password protection), controlled access to Queensland Inspection Services's corporate premises, policies on document storage and security, personnel security (including restricting access to personal information on Queensland Inspection Services's systems to staff who need that access to carry out their duties, staff training and workplace policies).

Online credit card payment security

Queensland Inspection Services processes payments using EFTPOS and online technologies. All transactions processed by Queensland Inspection Services meet industry security standards to ensure payment details are protected (eg. Secure Pay).

Website security

While Queensland Inspection Services strives to protect the personal information and privacy of users of our website, we cannot guarantee the security of any information that you disclose online and you disclose that information at your own risk. If you are concerned about sending your information over the internet, you can contact Queensland Inspection Services by telephone or post - details at 9 below.

If you are a registered user of Queensland Inspection Services's website, you can also help to protect the privacy of your personal information by maintaining the confidentiality of your username and password and by ensuring that you log out of the website when you have finished using it. In addition, if you become aware of any security breach, please let us know as soon as possible.

7. Access and Correction

If you would like to access or correct the personal information that we hold about you please contact our Privacy Officer. We may ask you to verify your identity before processing any access or correction requests, to make sure that the personal information we hold is properly protected.

8. How we will deal with your Complaints

If you have a complaint about how Queensland Inspection Services has collected or used your personal information, please contact the Privacy Officer and, if required, complete a Privacy Complaint Form ([here](#)), which asks you to explain the circumstances of your complaint, how you believe your privacy has been interfered with and how you believe your complaint should be resolved.

We will endeavour to acknowledge the Privacy Complaint form within 7 business days from receipt. In most cases a response to a complaint will be provided in 30 days of receipt of a Privacy Complaint Form. We will advise you of any delay in the response.

We will throughout the dispute resolution process, ensure that we provide you with the opportunity to communicate with us and negotiate and we will attempt to resolve your complaint in a fair and reasonable manner.

9. Our contact details

Please contact our Privacy Officer using the contact details below if you have any queries about Queensland Inspection Services and privacy:

Mail: Queensland Inspection Services Pty Ltd, Privacy Officer, PO Box 34, Altona North, Victoria, 3025, Australia

Email: privacy@wovi.com.au

Telephone: +61 3 9922 6555

10. Changes to this Policy

This policy may be changed from time to time to reflect changes in our practices concerning the collection and use of personal information. The revised policy will be effective immediately upon posting to our website.

This version of the Policy is effective 12 March 2014.