

Guardian Interlock Systems Privacy Policy

1.0 Introduction

Guardian Interlock Systems is committed to maintaining the privacy of personal information that is collected from customers, prospective employees or individuals connected with Guardian customers – including service centres, distributors, suppliers, service providers, contractors or agents.

Guardian Interlock Systems is bound by the *Commonwealth Privacy Act 1988* and the *Privacy Amendment (Private Sector) Act 2000* and is pleased to comply with the National Privacy Principles which govern the collection, use, handling and disclosure of personal information.

This privacy policy sets out Guardian’s current personal information management practice. Further information can be obtained by contacting our Administration Manager on (02) 8853 6200 or email:

admin@guardianinterlock.com.au.

1.1 What is personal information?

Personal information is any information or an opinion (whether true or not) about an individual whose identity is apparent, or can reasonably be ascertained, from the information or opinion. Sensitive information is a special category of personal information, and includes any information or opinion about an individual’s:

- Racial or ethnic origin; or
- Political opinions; or
- Membership of a political association; or
- Religious beliefs or affiliations; or
- Philosophical beliefs; or
- Membership of a professional or trade association; or
- Membership of a trade union; or
- Sexual preferences or practices; or
- Criminal record; or
- Health

Employee records containing personal information relating to the past or current employment of personnel are exempt from the operation of the National Privacy Principles. Employee records include health information about an employee and personal information relating to:

- The engagement, training, disciplining, resignation or termination of an employee;
- The terms and conditions of employment of an employee;
- The employee’s performance or conduct;
- The employee’s hours of employment, salary or wages;
- The employee’s personal and emergency contact details;

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- The employee’s membership of a professional or trade association or trade union membership;
- The employee’s recreation, long service, sick, maternity, paternity or other leave;
- The employee’s taxation, banking or superannuation affairs;
- Driver’s licence details of employees using company vehicles; and
- Passport details of employees required for business travel.

2.0 Personal Information Collected and Purpose for Collection

2.1 What personal information is collected and why?

Guardian only collects personal information necessary for the operation of its business and as required by law.

At or before the time of collection of personal information from you, Guardian will take reasonable steps to ensure that you are aware of:

- The fact that we are collecting personal information about you;
- The purpose for which the information is collected;
- The organisations (if any) to which we usually disclose the personal information collected;
- Any laws that require the particular information to be collected;
- The main consequences (if any) for you, if you do not provide all or any of the information required; and
- How you are able to gain access to the personal information collected about you.

The type of personal information collected by Guardian includes contact details, licence details, concession information (where applicable), customer enquiries, requests, complaints, service details and other transactional information, financial information and credit reporting data or credit references relating to prospective customers and existing customers, references/resumes of prospective employees, contractors, dealers, distributors and service providers, information about a customer’s preferences and marketing information.

Customer or participant records contain normal personal information required for any commercial transaction, as well as information from the interlock device data log. Guardian only collects personal information for use solely in program management; this is normally done at selected and approved Service Centres. Authorised Service Centre staff undertake a pledge which binds them with responsibility for ensuring the protection of all personal information collected.

Guardian does not collect sensitive information about an individual unless:

- The individual has consented to the collection
- The collection is required by law
- The collection is necessary to prevent or lessen a serious and imminent threat to the life or health of any individual, and the individual to whom the information concerns, is unable to give or communicate consent to the collection.

Guardian does not, and will not, retain *Personal Health Information*.

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The personal information is collected generally by personal contact, telephone, mail, facsimile transmission, email, internet, Guardian’s website and through other business activities. Such personal information may also be collected as a part of marketing and promotional activities, which may include special offers or prizes for individuals or organisations participating. The information may be used to contact the participant in relation to the Guardian Interlock Program. If you do not wish us to use the personal information for direct marketing purposes, then you should notify us.

2.1.1 Website

When you visit the Guardian Interlock Systems website (below), the server may log the following visitor information:

www.guardianinterlock.com.au

- The type of browser and operating system you are using;
- Your domain name;
- The address of any linked site which referred you to Guardian Interlock Systems’ website;
- Your server’s IP address (the number unique to the machine through which you are connected to the Internet); and/ or
- The date and time of your visit, the pages you accessed and any document you downloaded.

Note: This information is not collected and/or used for any purpose. This information is accessed by Guardian’s IT System Administrator.

If you complete any of the Guardian forms, the personal information provided by you is collected for business purposes to enable Guardian to contact you and provide you with the information relating to product requested. If you don’t provide the information requested, we will not be able to provide the technical product support information requested.

Guardian may also use contact details provided to deliver information about its products, services or events. If you do not want your personal information to be used for such purpose, you should notify us.

2.1.2 Email Addresses

If you send Guardian an email or provide us with an email address, we will record the email address. The email address will be used to communicate with you electronically as part of our business dealings with you. The email address will be added to our contacts database and may be used to deliver information about Guardian’s services. If you do not want your personal information used for such purposes, you should notify us.

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3.0 Use and Disclosure of Personal Information

Guardian Interlock Systems uses and discloses personal information for the primary business purpose for which the information is collected as outlined above. In addition we may also use and disclose the information for the purpose of delivering information about Guardian services.

If information is in connection with a Guardian installer or service provider application or an application you provide for credit terms, or we receive from a third party any references including credit references, which include personal information, we will only use this information for the purpose of assessing the application.

If in connection with an employment application, you provide Guardian with a resume or references which include personal information, we will use this information solely for recruitment purposes.

Where your personal information held by us is used or disclosed to a third party, we will take steps to ensure that the information is held, used and disclosed in compliance with the *Australian Privacy Principles (APPs) in the Privacy Act 1988* and other applicable privacy laws.

Guardian may also use or disclose personal information:

- When required or authorised by law;
- If necessary to lessen or prevent a serious and imminent threat to an individual’s life, health or safety or a serious threat to public health or safety;
- For investigating or reporting of unlawful activities; and
- If necessary for a range of functions or activities carried out by the police and other enforcement bodies.

3.1 Transfer of Information Overseas

Information will be collected in files held at the Guardian’s Sydney office, and electronically on Guardian computers, including central storage in the United States of America. Where your personal information is transferred between such computers, the Australian privacy provisions will always apply, and all data transfer is encrypted and protected by the most secure methods available.

3.2 Security

The personal information collected by Guardian Interlock Systems is stored in electronic and paper based form. Guardian has implemented appropriate security procedures to ensure that the personal information that it holds is secure from misuse and loss and unauthorised access, modification or disclosure.

Subject to legal requirements relating to the retention of documents, Guardian will take reasonable steps to destroy or de-identify personal information which is no longer needed for any purpose for which the information may have been used or disclosed under the Australian Privacy Principles.

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3.3 Confidentiality Pledge

Authorised personnel accessing any personal information are required to sign a Pledge of Confidentiality. In this pledge, personnel agree that they will not collect, use, disclose, alter, retain or destroy personal information except in accordance with Guardian's applicable policies and procedures or the relevant government authority.

4.0 Accuracy of Personal Information

Guardian Interlock Systems will take all reasonable steps to ensure that the personal information that we collect, use or disclose is accurate, complete and up-to-date.

If the personal information that you have provided to Guardian changes or you believe that the information is not accurate, complete or up to date, you should notify us and we will take all reasonable steps to amend it. If we are unable to amend the personal information for any reason, we will advise you.

5.0 Access to Personal Information

If Guardian Interlock Systems holds personal information about you, you may request access to this information. Guardian has identity validation procedures in place as a part of its business practise which it uses to verify a person's identity.

Guardian may refuse access to the personal information requested in accordance with the Australian Privacy Principles and other relevant laws. For example, Guardian may deny access:

- Where providing the access would pose a serious threat to the life or health of any individual;
- Where providing the access would have an unreasonable impact on the privacy of other individuals;
- Where the request is frivolous or vexatious;
- Where the information relates to existing or anticipated legal proceedings between Guardian and the individual and the information would not be accessible through the process of discovery in those proceedings;
- Where access to the information would prejudice negotiations between the parties;
- Where providing access would be unlawful;
- When denying access is required or authorised by law;
- When providing access would be likely to prejudice an investigation by Guardian or an enforcement body of possible unlawful activities; and
- If access to personal information is to be denied or restricted, Guardian will provide you with reasons for the denial or restriction to access.

If access to personal information is to be provided, Guardian may charge you a reasonable fee for the time and costs involved in providing access. We will notify you of the fee upon receiving your request for access.

6.0 Program Matters – Disclosure to Media

Guardian employees and its Service Centre staff may not make an announcement or disclose any program matters without the approval of the relevant road traffic authority. Any and all media enquiries are to be directed to the relevant road traffic authority (Guardian will advise the authority’s representative and contact details on request).

Any non-participant enquires about the Program are to be referred to the Program Manager and/or the relevant road traffic authority representative.

Any enquiries about participants from any sources will be responded to by Guardian stating:

“We cannot confirm or deny your request”.

Such enquiries are to be reported to the Program Manager.

7.0 Privacy Policy Updates

Guardian Interlock Systems may amend, update or change this Privacy Policy from time to time. An updated version of our Privacy Policy will be posted on our website or can be obtained by contacting our Administration Manager.

8.0 Contact Details and Complaints

If you have any questions or concerns about our Privacy Policy or problems or complaints, contact the Administration Manager:

Guardian Interlock Systems Pty Limited
 Unit 8/11 Packard Ave
 Castle Hill, NSW 2154
 Ph: 1300 881 005
 Fax: (02) 8850 1296
 Email: admin@guardianinterlock.com.au

9.0 Further Information

Further information about privacy and the Australian Privacy Principles can be obtained from the Office of Australian Information Commissioner’s website: <https://www.oaic.gov.au/>.

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