

Privacy Policy

Purpose

This Policy covers the collection and protection of personal information by the pitt&sherry building surveying. The Policy also forms part of the terms of use of pitt&sherry building surveying websites.


Collection of information

In the ordinary course of pitt&sherry building surveying ("the Company") business, the Company collects personal information reasonably necessary for, or directly related to its business operations. The term "personal information" has the meaning given to it in the Privacy Act 1988 ("the Act"). In general terms, it is the information that can be used to personally identify an individual. This may include a person's name, address, telephone number, email address and profession or occupation. If the information as collected personally identifies a person, or a person is reasonably identifiable from it, the information will be considered personal information.

The Company aims to only collect information which is relevant for the purpose for which it is sought and not to intrude to an unreasonable extent upon personal matters. The Company's websites and services hosted by third parties on behalf of the Company are intended to be used by adults and corporate entities interested in the Company. They are not intended for children, and the Company does not knowingly collect or store personal information about children under the age of 13.

The Company may collect the following information:

- Name
- Mailing or street address
- Email address
- Telephone number
- Facsimile number
- Age or birth date
- Profession, occupation or job title
- Details of the products or services purchased from the Company or which have been enquired about, together with any additional information necessary to deliver those products and services and to respond to enquiries
- Any information relating to an individual that has been provided directly through the Company website or indirectly through use of the Company websites or online presence, or social networking services through representatives or otherwise
- Information provided through customer surveys or visits by representatives from time to time
- Personal information may be collected directly from employees and others, except where employees and others have consented to the Company collecting the personal information from a third party or the law permits the Company to do so or if it is unreasonable or impracticable to do so. When collecting personal information from employees and others, the Company may do so in ways including:
 - Through the employees and others access and use of the Company website, social networking services or internal IT systems
 - During conversations between employees and others, and Company representatives
 - When employees and others complete an application or purchase order or enter into a contract for services with the Company
 - Orally, in writing, by telephone, by e-mail and through other methods of communication.



The Company may also collect personal information from third parties including third party companies such as credit reporting agencies, law enforcement agencies and other government entities.

The Company is reliant on employees and others to ensure that their personal information is true and accurate to the best of their knowledge.

The Company may log IP addresses (that is, the electronic addresses of computers connected to the internet) to analyse trends, administer the website, track users movements and gather broad demographic information.

Purpose for collection of information

The primary purpose for which the Company collects information about employees and others is to perform its business activities and functions and to provide best possible quality and customer service. The Company collects, holds, uses and discloses personal information for the following purposes:

- To identify employees and others
- To communicate with employees and others including email, social networking services, mail or telephone
- To provide products and services that employees and others may require
- To direct marketing of pitt&sherry products and services to employees
- To keep employees and others informed of new product developments
- To respond to queries
- To manage and deliver services now and in the future
- Maintain the Company's relationship with employees and others
- Fulfil the Company's obligations pursuant to any agreement
- Enforce obligations to the Company pursuant to any agreement
- Send statements and invoices
- Collect payments Compile databases
- Conduct research for the Company's internal marketing purposes
- For statistical and research purposes.
- For protection of our employee's health and discharging our duty of care to invitees to our premises

Disclosures of information

The Company will only use and disclose personal information for the primary purposes of its business, marketing and/or related purposes. In common with many businesses, the Company obtains some routine services from external service providers, and personal information may be provided to them on a confidential basis. These disclosures and others to third parties may be for:

- Legal services
- Market research services
- Regulatory and compliance purposes
- Financial and professional advisory services
- Updating of credit information to credit bureaus
- Participating in payment systems
- Underwriting and assessing insurance risk and claims
- Hosting electronic data
- Conducting business processing functions.

All efforts will be made to withhold all Company information if requested.

Security

The Company will take reasonable steps to protect personal information from misuse or loss, and unauthorised access, modification or disclosure but unauthorised access remains a possibility.

The information the Company holds will be kept in written or electronic form on servers and computers and in various physical locations. In some cases, the Company engages third parties to host electronic data (including data in relation to the services and employee information) on its behalf. Where the Company discloses personal information to a third party, it will take reasonable steps to ensure that the recipient handles personal information in accordance with the standards required under the Privacy Act.

As the Company website is linked to the internet, and the internet is inherently insecure, the Company cannot provide any assurance regarding the security of transmission of information which is communicated to the Company online. The Company also cannot guarantee that the information supplied to it will not be intercepted while being transmitted over the internet. The Company will not take responsibility for anyone outside of the Company's control breaching its security measures.

Marketing

The Company will assume that employees and others consent to disclosure of information for marketing purposes. The Company may send out direct marketing communications and information about products and services that the Company consider may be of interest. These communications may be sent in various forms, including phone, , letter, or email, in accordance with applicable marketing laws, such as the Spam Act 2003 (Cth).

If you indicate a preference for a method of communication, the Company will endeavour to use that method whenever practical do to so. In addition, at any time you may opt-out of receiving marketing communications from us by contacting us (see the details below) and the Company will then ensure that remove your name is removed from our mailing list. The Company does not provide your personal information to other organisations for the purposes of direct marketing.

The Company also use social networking services such as Twitter, Facebook and LinkedIn to communicate with the public about our work. When you communicate with us using these services, the Company may collect your personal information, but will only use it to help us to communicate with you and the public. The social networking service will also handle your personal information for its own purposes. These services have their own privacy policies. You can access the privacy policies on their websites.

Accuracy of the information the Company holds

The Company will make reasonable attempts to maintain any information held.

Accessing and correcting information

All information provided to the Company can be accessed in order to make any changes, including the removal of any information.

If employees and others have any questions on the protection of the information that you have given to us or would like further information on our Privacy policy, please contact our Privacy Officer at:

Privacy Officer
pitt&sherry
PO Box 1409
LAUNCESTON TAS 7250

Telephone: (03) 6323 1900
Website: www.pittsh.com.au
Email: privacy.officer@pittsh.com.au

Changes to Policy

This policy may be changed from time to time. Any updated versions shall be posted on the Company website.

Appendix - Document control information

Document status

The current status of this document is shown below.

Title	Privacy Policy
Version	Rev01
Effective date	29 May 2019
Prepared by	Company Secretary
Reviewed by	CEO
Authorised by	The Board

Document history

The history of changes made to this document is shown below.

Version	Date	Author	Description / Changes
Rev00	27 October 2015	Company Secretary	
Rev01	24 April 2020	Company Secretary	Update to link agreement to terms of policy when using our website. Include social networking services and amend grammatical references. Further to advising that data may be collected to ensure that protection of our employee's health and discharging our duty of care to invitees to our premises, e.g., collection of information relating to Covid-19 pandemic.