

PRIVACY POLICY



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DETAILS:	
Date Approved:	November 2022
Review:	November 2023
Owner:	Director
Policy Number:	EHC/P5
Accountability:	All Staff and Clients

Policy	<p>Edwards Heritage Consultants Pty Ltd ('EHC') is committed to providing quality services to all our clients and this policy outlines our ongoing obligations to you, our Client, in respect of how we manage your Personal Information.</p> <p>We have adopted the Australian Privacy Principles (APPs) contained in the <i>Privacy Act 1988</i> (Cth) ('the <i>Privacy Act</i>'). The APPs govern the way in which we collect, use, disclose, store, secure and dispose of our Clients Personal Information.</p> <p>A copy of the Australian Privacy Principles may be obtained from the website of The Office of the Australian Information Commissioner at www.aaic.gov.au.</p>
What is Personal Information and why do we collect it?	<p>Personal Information is information or an opinion that identifies an individual. Examples of Personal Information we collect include: names, addresses, email addresses, phone and Land Title information.</p> <p>This Personal Information is obtained in many ways including details provided on the EHC 'Client Acceptance Form', correspondence, by telephone, by email, via our website [www.edwardsheritage.com.au] or from our client's website, from media and publications, from other publicly available sources such as NSW Land and Property Information records, the Local Council, the Consent Authority and from third parties. We don't guarantee website links or policy of authorised third parties.</p> <p>We collect Personal Information for the primary purpose of providing our consultancy services to you. We may also use your Personal Information for secondary purposes closely related to the primary purpose, in circumstances where you would reasonably expect such use or disclosure.</p> <p>When we collect your Personal Information we will, where appropriate and where possible, explain to you why we are collecting the information and how we plan to use it.</p>
Sensitive Information	<p>Sensitive information is defined in the Privacy Act to include information or opinion about such things as an individual's racial or ethnic origin, political opinions, membership of a political association, religious or philosophical beliefs, membership of a trade union or other professional body, or health information. It can also include photography or information that EHC captures (or is provided to us) showing or describing the interior or exterior of a site or building, particulars of current or historical land ownership.</p> <p>Sensitive information will be used by us only:</p> <ul style="list-style-type: none">• For the primary purpose for which it was obtained• For a secondary purpose that is directly related to the primary purpose• With our clients' consent; or where required or authorised by law.

Third Parties	Where reasonable and practicable to do so, we will collect your Personal Information only from you. However, in some circumstances we may be provided with information by third parties. In such a case we will take reasonable steps to ensure that you are made aware of the information provided to us by the third party.
Disclosure of Personal Information	<p>Personal Information may be disclosed in a number of circumstances including the following:</p> <ul style="list-style-type: none"> • Third parties where you consent to the use or disclosure, such as the lodgement of a statutory application with a Consent Authority; and • Where required or authorised by law.
Security of Personal Information	<p>Personal Information is stored electronically and/or in hard copy by EHC in a manner that reasonably protects it from misuse and loss and from unauthorised access, modification or disclosure.</p> <p>When Personal Information is no longer needed for the purpose for which it was obtained, we will take reasonable steps to destroy or permanently de-identify the Personal Information. However, most of the Personal Information is or will be stored in Client files which will be kept by EHC for a minimum of seven (7) years.</p>
Access to your Personal Information	<p>You may access the Personal Information we hold about you and to update and/or correct it, subject to certain exceptions. If you wish to access your Personal Information, you must contact us in writing.</p> <p>EHC will not charge any fee for such access request, but may charge an administrative fee for providing a copy of Personal Information.</p> <p>In order to protect your Personal Information, we may require identification from you before releasing the requested information.</p>
Maintaining the Quality of our clients' Personal Information	It is important to us that your Personal Information is up to date. We will take reasonable steps to make sure that your Personal Information is accurate, complete and up to date. If you find that the information we have is not up to date or is inaccurate, please advise us as soon as practicable so we can update our records and ensure we can continue to provide quality services to you.
Policy Updates	EHC may update our Privacy Policy from time to time. Any updates will be published immediately and will be made available on our website or by contacting our office.
Privacy Policy Enquiries and Complaints	<p>If you have any enquiries or complaints about our Privacy Policy, please contact us at:</p> <p>Mail: Edwards Heritage Consultants Pty Ltd PO Box 4189 Pitt Town NSW 2756</p> <p>E-mail: admin@edwardsheritage.com.au</p> <p>Phone: (02) 4589 3049</p>