

GENERAL

CEM International Pty Ltd (CEM) is committed to protecting the privacy of all individuals related to its business, including employees, contractors and customers and complies with the provisions of the Privacy Act 1988 as amended by the Privacy Amendment (Enhancing Privacy Protection) Act 2012 and the Australian Privacy Principles contained within the Act.

This policy is intended to give you confidence in the privacy and security of the personal information we obtain from you and we appreciate your trust that we will do so carefully and sensibly.

COLLECTION

We may collect the following information; name and job title, contact details including email address, demographic information such as postcode and other non-sensitive information.

The collection of personal information will be lawful, fair and non intrusive. We will only collect information that is necessary for the function of the organisation, where practicable collected from the individual concerned. When collecting information a person will be told the company's name, the purpose of collection, that the person can get access to their personal information and the consequences if the person declines to give the information.

USE AND DISCLOSURE

Any personal details you provide will be used for the purpose of dealing with your request, enquiry or application for employment. This may involve disclosing your personal information to employees in order to administer any accounts, products and services provided to you, or to service providers who assist us in operating our business. These employees and providers are required to comply with the principles of this policy. We may occasionally carry out market research and send you details of services and offers that we think might be of interest to you. We may periodically send promotional material about new products, special offers or other information which we think you may find interesting by using the email address, fax or postal address which you provided.

We will not disclose your personal information to any third party unless you have consented to such disclosure or where we are required to do so by law. Should you breach our terms and conditions or terms of use or if we are under a duty to disclose or share your personal data in order to comply with any legal obligation, we may disclose your information to a relevant organisation. This may include exchanging information with other companies and organisations for the purpose of fraud and credit risk reduction. Any disclosure of personal information will be strictly controlled and made fully in accordance with current law.

We will never sell your information.

If you have previously agreed to us using your personal information for direct marketing purposes, you may change your mind at any time by writing to us or emailing us at cem@cem-int.com.au.

DATA QUALITY

CEM will take reasonable steps to make sure that the personal information it collect's, uses or discloses is accurate, complete and up to date.

DATA SECURITY

CEM will take reasonable steps to protect the personal information it holds from misuse, loss and from unauthorised access, modification or disclosure.

We limit access to personal information about you to employees who we believe reasonably need to come into contact with personal information to provide products or services to you or in order to do their jobs.

You should be aware that the internet is not a secure environment. However, CEM uses all reasonable efforts to ensure any personal information collected is held securely. Only authorised personnel have access to personal information. Such personnel have agreed to ensure confidentiality of this information and are required to comply with this policy.

EMAIL SECURITY

Any emails you send will be automatically scanned, which could result in certain attachments and styles of message being automatically blocked. Our IT administrators may have access to your emails to authorise the content. This is done purely for IT security purposes and our IT administrators will not access the contents of your emails once this process is complete.

OPENNESS

This policy document outlining CEM's information handling practices, and information about the kind of data held and the purpose for holding it, will be made available to any interested party, upon request.

ACCESS AND CORRECTION

CEM will give an individual access to personal information it holds about that individual upon request and will update information where evidence of inaccurate, out of date, incomplete or misleading information is presented. This being subject to a number of exceptions, including where access or correction could pose a serious and imminent threat to the life or health of any individual, have unreasonable impact upon the privacy of others or jeopardise current legal proceedings or a police investigation.

IDENTIFIERS

CEM will not normally adopt, use or disclose for its own purpose, an identifier that has been assigned by a federal government agency, such as, a tax file number or child care agency case number.

ANONYMITY

CEM will allow individuals where practicable and lawful, to interact anonymously.

TRANSBORDER DATA FLOWS

CEM will only transfer personal information to a recipient in a foreign country by consent or in circumstances where the information will have appropriate protection or laws which uphold similar principles to the Australian Privacy Principles.

SENSITIVE INFORMATION

CEM will not collect sensitive information unless the individual has consented, or where required by law, or in other specified circumstances, for example; relating to individual or public health or safety.

Sensitive information includes issues unrelated to employment and business transactions such as racial or ethnic origin, religious beliefs or affiliations, political opinion or membership of political organisations, trade or trade union, sexual preferences or practices, criminal record and health information.

COMPANY WEBSITE

CEM website allows you to contact the company for the purpose of requesting further information about us.

We collect the following information about you; your name, company, city, phone and email. This information is collected by us for the purpose of contacting you to deal with your request. Information provided by you in the 'comments' section of the enquiries page may at times be used to modify our website content.

We do not collect any other personal information via the site. We do not use cookies, web tracking or other devices to store your personal information.

COMPLAINTS

In the event that an individual has a concern or complaint about matters of privacy, they should raise the matter with the company Privacy Officer. The Privacy Officer will arrange to investigate the matter and respond to the individual. Should the individual be dissatisfied with the company's response they may take the matter up with the Privacy Commission.

CHANGES AND UPDATES TO THIS POLICY

This Policy will be subject to regular review and amendments by the company to take into account new laws, technology and changes to CEM operations.

If you have any inquiries or wish to provide feedback about this policy, please mail to:

CEM International Pty Ltd

63-65 Maffra St, Coolaroo VIC 3048

Ph: 03 9309 4822 – Fax: 03 9309 0069

Email: cem@cem-int.com.au