

Intensive Group Pty Ltd

Manual:	Policies and Procedures	Issue Date:	April 2014
Section:	Corporate Governance	Review Date:	April 2016
Subject:	PRIVACY POLICY	Version No:	1.0

Introduction

1. Intensive Group Pty Ltd is required to comply with the *Privacy Act 1988* (the Privacy Act) when dealing with your personal information. From 12 March 2014, Schedule 1 of the *Privacy Amendment (Enhancing Privacy Protection) Act 2012* amends the Privacy Act 1988 that regulates how IG collects, stores, uses and discloses personal information.
2. The Privacy Act provides you with a number of rights designed to protect your privacy. For further information on the Privacy Act and the Australian Privacy Principles contact the Office of the Australian Information Commissioner at www.oaic.gov.au

Australian Privacy Principles (APPs)

APP 1 – Open and transparent management of personal information

3. IG will at all times maintain an up to date policy about the management of personal information. The policy is readily available for download from the IG website free of charge. Hard copies are available if you do not have access to the Internet.

APP 2 – Anonymity and pseudonymity

4. Subject to limited exceptions, IG recognises your option not to identify yourself, or for you to use a pseudonym, when dealing with IG in relation to a particular matter. Should you choose to do this, be aware that IG might not always be able to fully assist you in your request.

APP 3 – Collection of solicited personal information

5. IG does not collect personal information unless this information is reasonably necessary for one or more of IG's functions or activities as outlined at APP 5 *Notification of the collection of personal information*.
6. Sensitive information is a sub-set of personal information and is given a higher level of protection and may include information about your (for example) racial or ethnic origin, criminal record and membership of trade or professional associations. Sensitive information will only be collected with your consent, except in specified circumstances.

APP 4 – Dealing with unsolicited personal information

7. IG will, if lawful and reasonable to do so, destroy unsolicited personal information as soon as practicable without using or disclosing it except for the purpose of determining whether the information should be retained or, comply with all relevant provisions in APP 3 *Collection of solicited personal information*.

APP 5 – Notification of the collection of personal information

8. "Personal information" is defined as information or opinion about an individual whose identity is apparent or can be reasonably ascertained from the information or opinion. IG collects and handles a range of information, including personal information, necessary to perform IG's functions. Information on the functions of IG may be found on the IG website www.intensivegroup.com.au

Intensive Group Pty Ltd

Manual:	Policies and Procedures	Issue Date:	April 2014
Section:	Corporate Governance	Review Date:	April 2016
Subject:	PRIVACY POLICY	Version No:	1.0

9. Your personal information is used for these primary purposes for which it was collected and the Privacy Act allows some uses and disclosures without consent, such as to protect safety.

10. In carrying out its work, IG collects information from the following areas:

- Applicants applying for visas to Australia and
- Other bodies or organisations as required

11. IG has adopted the respective APPs contained in the Privacy Act as the minimum standards in relation to handling personal information. In broad terms, this means that IG:

- Collects information only for a specified primary purpose;
- Makes it clear why personal information is collected and how it will be handled;
- Uses and discloses personal information to Australian and overseas recipients only for the stated purpose, or for another purpose with your consent (unless otherwise authorised by law);
- Stores it securely and protects it from unauthorised access; and
- Provides you with access to your information, and the right to seek its correction where it is shown to be incorrect.

APP 6 – Use of disclosure of personal information

12. IG may disclose your personal information on a confidential basis to its agents, contractors or third party service providers who provide examination, financial, technical or other services for the purposes only of carrying out IG functions. Information may also be disclosed where the law requires IG to do so, or where you provide written consent.

APP 7 – Direct marketing

13. IG is permitted to use your personal information to send direct marketing material to you provided that the information is collected directly from you, and you would reasonably expect such direct marketing to occur and the direct marketing material includes an unsubscribe option.

APP 8 – Cross border disclosure of personal information

14. IG will only transfer personal information about you to a person in another country if that transfer is necessary for the performance of IG activities and IG has obtained your consent to do so.

APP 9 – Adoption, use or disclosure of government related identifiers

15. IG currently uses its own identifiers and not those assigned by government.

APP 10 – Quality of personal information

16. IG will take all reasonable steps to ensure that the personal information it collects, uses, or discloses is accurate, complete and up to date having regard to the purpose of the use or disclosure.

Manual: Policies and Procedures
Section: Corporate Governance
Subject: PRIVACY POLICY

Issue Date: April 2014
Review Date: April 2016
Version No: 1.0

APP 11 – Security of personal information

17. IG will take all reasonable steps to protect the personal information it holds from misuse, loss and unauthorised access, modification and disclosure. IG keeps some information for a number of years to comply with legal requirements. Any personal information that is no longer required is disposed of in a secure manner or permanently de-identified.

APP 12 – Access to personal information

18. Circumstances where IG may not grant you access to your personal information include where access:

- Would pose a serious and imminent threat to the life or health of a person;
- Would have an unreasonable impact on the privacy of others;
- Is frivolous or vexatious;
- Would be unlawful or denial of access is allowed by law;
- Relates to existing or anticipated legal proceedings and would not be accessible through discovery;
- May prejudice investigation, prosecution or other action in respect of possible unlawful activity;
- May reveal IG's intentions and prejudice negotiations with the individual; or,
- May damage national security.

19. If a request for access is declined, IG will provide its reasons for doing so.

20. Access to personal information is available as follows:

Requests for information relating to migration services provided by IG will be managed according to IG's obligations under *Regulation 8 of the Migration Agents Regulations 1998*.

21. Any request for access should be made in writing to IG. IG will not charge a fee for an access request, but you may be charged with any reasonable expenses incurred by IG in facilitating a request, such as search and photocopying costs where applicable.

APP 13 – Correction of personal information

22. IG aims to ensure that the information it holds on you is accurate, up to date and complete. If you indicate to IG that the information held is not accurate or complete, you may seek to have that information corrected by advising IG in writing of the relevant corrections.

23. IG may refuse to change the information held, and will explain its reasons for this decision. In these circumstances, if you it to do so, IG will keep a statement with the record that shows its disagreement and that you regard the information as inaccurate or obsolete.

Intensive Group Pty Ltd

Manual: Policies and Procedures
Section: Corporate Governance
Subject: PRIVACY POLICY

Issue Date: April 2014
Review Date: April 2016
Version No: 1.0

24. Any changes to information held in IG records (such as details of identity or qualifications) must be accompanied by documentary evidence to support the corrections. Such documents must be copies of the original documents clearly authorised as a true copy of the original by a Justice of the Peace (JP), public notary or other appropriate person as deemed by IG.
25. All changes of personal information must be in writing and signed by the applicant, candidate or other individual concerned.

You should contact IG if:

- You believe someone has gained unauthorised access to their personal information
- You would like to discuss IG's privacy policy
- You wish to know what personal information IG is holding about you, or if you would like to gain access to or amend that information

The Managing Partner of IG is the designated Privacy Officer. The Managing Partner can be contacted by writing to:

Managing Partner
Intensive Group Pty Ltd
12-14 Parker Street
Williamstown
VIC 3016
AUSTRALIA
Telephone: 1300 409 199
Email: admin@intensivegroup.com.au
Date approved: 26 May 2014