

## Privacy Policy

OnePoint Software Solutions (OnePoint Connect) (ONEPOINT) is committed to complying with the Privacy Act 1988 (Cth) (Privacy Act), including the Australian Privacy Principles. This Privacy Policy is Intended to provide a clear and concise summary of ONEPOINT's current approach to the handling of personal information in accordance with the Australian Privacy Principles.

### Types of Information ONEPOINT collects

**Personal information** means information or an opinion about an identified individual, or an individual who is reasonably identifiable, whether the information or opinion is true or not, and whether the information or opinion is recorded in a material form or not.

The kinds of personal information we collect will depend upon the purposes for which it is collected. Examples of personal information collected by ONEPOINT are set out in Table 1 below.

Personal Information can include **sensitive Information**. Sensitive information is defined in the Privacy Act as information or an opinion about a person's race, ethnic origin, political opinions, membership of political associations and trade associations, religious or philosophical beliefs, sexual orientation or practices, or criminal record, health information, genetic information about an Individual that is not otherwise health information, biometric information that is used for the purpose of automated biometric verification or biometric identification and biometric templates ONEPOINT may collect information about health and criminal records, where required for our business purposes. Where sensitive information is collected, it will not be used for any other purpose than that for which it was collected.

### Collection of Information by ONEPOINT

ONEPOINT collects and holds personal information in the manner described in Table 1. If you visit the ONEPOINT website at [onepointsolutions.com.au](http://onepointsolutions.com.au) and or [onepointconnect.com.au](http://onepointconnect.com.au) our internet service provider can record certain information about your visit. This Privacy Policy details how ONEPOINT handles personal information collected from our websites (under the heading Website').

### Disclosure of personal information by ONEPOINT

In addition to those entities listed In Table 1. ONEPOINT may disclose personal information in the course of its business to:

- our professional advisers such as accountants, lawyers and auditors; and
- if required or authorised by law, regulatory bodies, government agencies and authorities, law enforcement bodies and courts.

## Why does ONEPOINT need personal Information?

We only collect personal information if its reasonably necessary for our business. The purposes for which ONEPOINT collects, holds, uses and discloses personal information is outlined in Table 1.

As a general rule ONEPOINT does not collect sensitive information from you unless necessary for the purposes of providing our services to you. However, in circumstances where ONEPOINT requires sensitive information from you ONEPOINT will first seek your consent to collect it.

**Table 1**

Person	Kinds of Personal Information	Method of collection	Purposes of collection	Who the information may be disclosed to
<b>Visitor</b>	<ul style="list-style-type: none"> <li>Contact and personal details (eg. name, telephone number, company, photographs)</li> </ul>	<ul style="list-style-type: none"> <li>Directly from individuals</li> </ul>	<ul style="list-style-type: none"> <li>Internal ONEPOINT business purposes(eg. safety)</li> </ul>	<ul style="list-style-type: none"> <li>Internal ONEPOINT use only</li> </ul>
<b>Company Directors</b>	<ul style="list-style-type: none"> <li>Date of birth</li> <li>Home address</li> </ul>	<ul style="list-style-type: none"> <li>Company application for credit from</li> <li>Publicly available databases</li> </ul>	<ul style="list-style-type: none"> <li>To assess company application for credit</li> </ul>	<ul style="list-style-type: none"> <li>Internal ONEPOINT use only</li> </ul>
<b>Customers, Suppliers &amp; other industry related contacts</b>	<ul style="list-style-type: none"> <li>Contact details (including job title and name of organisation)</li> <li>Personal interests and pursuits</li> </ul>	<ul style="list-style-type: none"> <li>Directly from individual or related industry contacts</li> </ul>	<ul style="list-style-type: none"> <li>Client or supplier relationship management, conduct of daily business operations, business development</li> <li>Internal ONEPOINT business purposes (plan details, proposals, sales and marketing)</li> </ul>	<ul style="list-style-type: none"> <li>Internal ONEPOINT use only</li> </ul>

## Website

If you visit the ONEPOINT websites (onepointsolutions.com.au & onepointconnect.com.au) our hosts internet service provider can record certain Information about your visit, including:

- internet address;
- domain name;
- internet service provider;
- the date and time of the visit to the website;
- any Information or documentation downloaded;
- the length of the session;

- the pages accessed;
- the website that referred to our website;
- the type and version of the browser;
- the operating system used;
- any data saved by you on our website in an online calculator,
- information provided when completing forms

Some of this information is only used for statistical and website development purposes, and does not personally identify you.

ONEPOINT may also collect names, email addresses and contact telephone numbers from enquiries sent to our website. These contact details will not be added to any mailing lists or used for any purposes other than the purposes for which the details were provided, without your consent. Any emails sent to us and our responses will be saved if we consider it necessary to do so.

When you visit the secured pages of our website, cookies (small text files placed on your internet browser which we may access when you visit our website) are used for security and personalisation purposes. We also use cookies to obtain information in relation to how our website is being used when you visit the unsecured pages of our website. It is possible to reject cookies by changing the settings on your browser; however this may result in you being unable to access the secured pages of our website.

In order to protect your personal information, any data transmitted via the Internet containing your personal information is encrypted. Other security measures are also implemented. However, we cannot guarantee that any personal information which we transmit via the internet is completely secure.

The terms of our Privacy Policy do not apply to any third party websites, which may be linked to our website.

The use of our website is at your own risk.

### **Government related identifiers**

ONEPOINT does not use any government related identifiers, such as driver's licence numbers, as its own internal identifier of any individual. ONEPOINT discloses Government related identifiers to QLD Transport and QLD Police for the purposes of obtaining criminal checks of individuals. ONEPOINT will not use or disclose any government related identifiers other than in accordance with the Privacy Act.

### **Data integrity and security**

ONEPOINT endeavours to ensure that all personal information it holds is accurate, complete and up-to-date. To assist us with this, individuals should contact us if any of their personal information changes, or if they believe that the personal information we have is not accurate or complete

ONEPOINT takes reasonable steps to protect the personal information that it holds from misuse, interference or loss, or from unauthorised access, modification or disclosure.

If ONEPOINT no longer requires personal information that it holds (including written we are no longer required by law to keep records relating to you), it will take such steps as are reasonable in the circumstances to destroy the information or ensure that the information is de-identified.

### **Disclosure overseas**

It is unlikely we disclose your personal Information to overseas recipients, however if we do so, it will be in accordance with the *Privacy Act 1988* (Cth).

### **Access and correction**

Individuals can ask ONEPOINT for access to their personal information held by ONEPOINT by sending a written request to our Privacy Officer at [hi@onepointsolutions.com.au](mailto:hi@onepointsolutions.com.au). ONEPOINT does not impose a charge for making a request for access, however we may charge for reasonable administrative costs incurred in providing access.

You can ask ONEPOINT to correct or update your personal information. ONEPOINT does not impose any charge with respect to requests for correction or updates.

Before correcting or providing access to personal information in response to a request, ONEPOINT will require your identity to be confirmed. ONEPOINT will respond to your requests for access or correction within a reasonable period after the request is made.

Requests for access or correction may be refused upon the grounds contained In the Privacy Act. If we refuse to provide access, or to correct personal information, ONEPOINT will provide you with reasons for the refusal.

### **Complaints**

Privacy related complaints should be directed to ONEPOINTs Privacy Officer in writing at [hi@onepointsolutions.com.au](mailto:hi@onepointsolutions.com.au).



**ONEPOINT  
CONNECT.**



+61 7 3444 0045



hi@onepointsolutions.com.au



www.onepointsolutions.com.au



onepointau

No charge will be imposed for the making of a complaint, or for dealing with the complaint. Once a complaint has been lodged, our Privacy Officer will acknowledge its receipt to you as soon as possible.

We will do our best to ensure that our investigation is completed, and a decision on your complaint is communicated to you, within 45 days of our being advised of the complaint. We will inform you if we need more time.

You may also contact the Australian Information Commissioner

Office of the Australian Information Commissioner

GPO Box 5218

SYDNEY NSW 2001

Telephone: 1300 363 992

Website: [www.oaic.gov.au](http://www.oaic.gov.au)

### **ONEPOINT Privacy Officer**

ONEPOINTs Privacy Officer's contact details are

Gate 2

113 Cobalt Street

CAROLE PARK

Telephone: (07) 3444 0045

Email: [hi@onepointsolutions.com.au](mailto:hi@onepointsolutions.com.au)

### **Changes to this policy**

This Privacy Policy sets out how ONEPOINT manages personal Information. It may be varied from time to time. It does not create any legally enforceable rights or obligations beyond the rights and obligations created by the Privacy Act.

Natasha Prestigiacomo

Managing Director

Last updated July 2014