

Group One Business Sales Privacy policy

Collection and use of personal information under the Privacy Act 1988:

This policy is to ensure that all information collected and used by Agent is managed according to the Commonwealth Privacy Act 1988 and explains how personal information is collected, stored and managed by the Agency.

Scope

This Privacy Policy will be made available to anyone free of charge and will be easily accessible for anyone who asks for it. The policy outlines how the Agent collects, uses, stores, and discloses personal information; and the purpose for which it requires personal information. Highly sensitive information about any client should be discussed with the Agent prior to it being submitted and an arrangement for special handling and security should be agreed.

Procedure

The Agent collects personal data from clients who submit a Business for sale, or to purchase a Business, under the Agent's corporation. If information is collected on behalf of State and Commonwealth Government Authorities, under legislative direction, it is passed on to those authorities at their request and through official channels that ensures the privacy of personal information (see individual authorities privacy policies for details of their management of personal information), if applicable.

The Agent also collects personal information to assist clients to make informed decisions about buying or selling a Business, to provide appraisals and valuations of Businesses.

Method of collection and storage

Data is collected during the Business listing process and buyer prospecting process, through paper forms or on-line electronic processes. Information is transferred to the Agent's electronic customer management system. Access to the customer management system is provided to selected, highly trusted, Agency staff members via unique login and password. Data is either held on the Agency's internal server, or on a secure 'cloud based' storage platform provided by trusted third parties. Backup of the storage is provided on a secure server.

Clients are requested to advise the Agency of changes to their personal information to ensure that data held by the Agency is accurate and current.

Management of Personal Information

Personal information is collected for the purposes of servicing client's needs.

Personal information of clients is not shared or passed on to any marketing organisation or entities or overseas bodies. If sub-contractors or support organisations require personal information collected and/or stored by the Agent, the client will be approached to gain their permission to share the information.

Photos taken for marketing purposes will not be publicly displayed or used for promotional purposes without gaining written permission from the client and from any people displayed in the photos.

This Privacy Policy is binding to all staff directly employed by the Agent, contractors, sub-contractors, support personnel and organisations

Client Access to Records and Data

Personal information held by the Agent on individual clients is made available to those clients. This includes all records relating to data collected for Government Authorities, information collected by the Agent for safety and marketing purposes, records of complaints and appeals, other correspondence with the Agent, and records relating to sales.

Clients wishing to review their personal information held by the Agent should complete and submit a form to request access to personal information, outlining the type of information they wish to review. A suitable time and location will be arranged for the client to undertake the review. The Agent undertakes to process the application to review information within 5 days, or if a longer period is required, provide a written explanation of the reason for the delay and will outline a process for the review to occur.

Corrections to Personal Information

The Agent regularly requests clients to review their personal information held by the Agency and advise of appropriate corrections, updates, incomplete information, additional relevant information, or changes to information that may be misleading.

Privacy Concerns

The Agent encourages clients to raise any concerns they have regarding personal information-handling practices by the Agency.

Complaints about the collection and management of personal information should initially be directed to the Agent by completing and submitting a Complaints Form. If the Agent is unable to resolve the complaint, the client may pursue the Agent's complaints process and have the complaint referred to an external mediation organisation.

The Privacy Act 1988 (Privacy Act) is administered by:

Office of the Australian Information Commissioner
GPO Box 2999
Canberra ACT 2601
Telephone: 02 9284 9800
TTY: 1800 620 241 (no voice calls)
Email: enquiries@oaic.gov.au
Web: www.oaic.gov.au

Please refer to the Office of the Australian Information Commissioner for further details on Privacy of Personal Information held by organisations.