

# Privacy Policy Statement



Torkit Training Pty Ltd, trading as Torkit Business Solutions and Project Management, is committed to the Australian privacy legislation in the way it collects, uses, secures and discloses personal information.

Information provided to Torkit Training Pty Ltd is "personal information" as defined by the Privacy Amendment Act 2017.

Torkit Business Solutions is committed to protecting the privacy of our client's information. The information we collect is used to facilitate services that we provide to you. We value your privacy and will take all necessary steps to protect it.

## **How will your personal information be collected by us?**

1. It is possible the collection will take place in a variety of ways and these may include:
  - The making of an enquiry by telephone or via the internet;
  - The completion of an application form for a service;
  - The completion of an application form for a service through our website on the internet;
  - The provision of information in face to face meetings or consultations.
2. Wherever possible, Torkit Business Solutions will take reasonable steps to ensure that your personal information is collected directly from you. There will be occasions where personal information may be collected about you from other sources. An example of this is a referral from an existing customer.

## **By collecting your personal information, we are able to:**

- Forward your information by way of regular bulletins or to contact you by telephone or mail.
- Determine your ongoing requirements (if any) and provide appropriate advice on our range of services;
- Improve upon our range of services;
- Identify you for the purpose of our ongoing business relationship.

We will not sell, transfer, assign or rent your information to any third party without your permission, unless required by law.

If we are unable to collect your personal information, we cannot deliver our services to you and in turn, you will not be able to do business with us.

## **How we use your information**

1. We use the information we collect for the purpose disclosed at the time of collection or otherwise as set out in this Privacy Statement. We will not use your personal information for any other purpose without first seeking your consent, unless authorised or required by law.
2. We generally collect the following kinds of personal information, for the following purposes, in the course of our business.
  - Names and contact details of clients, so that we can keep a register of and maintain contact with, those clients.
  - Names and contact details of participants in Torkit Business Solutions programs, workshops and events, so that we can analyse our market and for marketing purposes.

### **For direct marketing by e-mail, specials services you have shown interest in.**

1. If we contact you in this way without obtaining your prior consent, we will provide you with the opportunity to decline any further marketing communications.
2. If you at any time receive any communication from Torkit Business Solutions which you would not like to receive, please contact us and we will remove your name from our mailing list.

### **Access to your personal information**

1. In most cases, you can gain access to the personal information that Torkit Business Solutions holds about you, subject to some exceptions allowed by law.
2. If you would like to check or amend your contact details, please contact us. We will deal with all requests for access to personal information as quickly as possible.

### **What about the security of my personal information?**

1. Protection of your personal information is a priority for the Torkit Business Solutions. As a result of our concerns for the security of your personal information, we will take reasonable precautions to safeguard such personal information from loss, misuse, unauthorised access, modification or disclosure.
2. Torkit Business Solutions will, when your personal information is no longer required for any of our business purposes, destroy the information or delete it from our system.
3. From time to time, Torkit Business Solutions may be required by law to retain all or some of your personal information for a period of time after you have ceased your relationship with us. After the nominated time has passed, we will either destroy the documentation or delete it from our records. An example of such an instance may include reporting obligations imposed upon us by taxation legislation.

### **Complaints concerning our Privacy Policy**

1. All complaints under this policy will be treated seriously, dealt with promptly in a confidential manner and may not be used to affect the provision of any services either requested or contracted to be supplied to the complainant.
2. Complaints under this policy are those that relate to collection of personal information or how it is collected, stored, used or disclosed.
3. All staff undertake training on privacy and the person receiving the complaint will attempt to resolve the complaint, forwarding information on actions taken to the Director.
4. Complaints concerning the privacy practices or about how personal information is managed, may be forwarded at any time to the Director.

### **Staff Training**

1. All staff will undergo in-house training on the Privacy Policy and our obligations and all new staff will complete this training as an element of induction training.
2. Staff training will be updated and completed by staff on an annual basis.

### **Changes to this Privacy Policy**

Torkit Business Solutions Privacy policy and procedures will be constantly reviewed and updated in accordance to any changes in the law.

Tina Torrens  
**Director**  
Torkit Training Pty Ltd