



## Contractor Compliance Data Management

### Privacy Policy

ARM Contractor Compliance ('ARM-CC') has developed and provides an information management and compliance management service for a variety of industry clients. ARM-CC provides a client with information about a contractors' license status, qualifications and any insurance held. Through this process, ARM-CC collects and holds personal information about contractors and other third parties.

This policy explains how ARM-CC deals with personal information. ARM-CC manages your personal information in accordance with the Australian Privacy Principles (APPs) and the *Privacy Act 1988* (Cth) ('Privacy Act').

### Our Information

#### ARM Contractor Compliance Pty Ltd (ABN: 54 727 297 615)

Telephone: 1300 136 036

Facsimile: 1300 136 037

E-mail: [info@arm-cc.com](mailto:info@arm-cc.com)

Website: [www.arm-cc.com](http://www.arm-cc.com)

### Personal Information

Personal information is any information about you which identifies you or which your identity can be reasonably determined. Examples of such information include names, addresses, email addresses, phone numbers, Australian Business Numbers, Australian Company Numbers, insurance licence number or relevant statutory licences.

### What Kinds of Personal Information We Collect

ARM-CC collects and stores the following information:

- Personal Name
- Australian Business Number
- Australian Company Number
- GST Registration Status
- Business Addresses
- Personal Addresses
- Email Address
- Mobile Phone Number
- Insurance Number
- Any relevant statutory qualification or licence number

## **How We Collect and Hold Personal Information**

ARM-CC obtains information in three main ways:

1. A requesting client provides contact details for a particular contractor.
2. ARM-CC requests the information mentioned above from a contractor. Once this information is supplied, it is stored and assessed for the requesting client as well as for future searches.
3. ARM-CC cross-checks the information provided by the contractor with various regulatory and industry databases to determine a contractors' compliance status.

This process is to ensure that a contractor is appropriately licenced and qualified for the particular job, minimising a number of risks. When information is provided by you, you consent to ARM-CC retaining and distributing that information to third party clients of the services.

ARM-CC may collect certain information from other information providers such as industry regulatory bodies, insurance providers and government business registers. Pursuant to APP 3.5-3.6, ARM-CC is permitted to collect this information from the third-party source.

## **Why We Collect Personal Information**

Collecting some personal information is necessary, as information pertaining to a contractors' statutory licences, qualifications or insurance is required to offer ARM-CC services. In accordance with APP 3, ARM-CC only collect personal information that is reasonably necessary for the service.

## **How We Use Personal Information**

Once ARM-CC has obtained the information supplied by a contractor, ARM-CC includes this information in a database. This database lists information relating a contractors' licences, insurance and other relevant information. ARM-CC uses this information to confirm a contractors' compliance status. The information is used to provide a professional service to clients searching for qualified and compliant contractors. ARM-CC does not use any government identifiers to identify any client, contractor or other party.

ARM-CC take all reasonable precautions to safeguard your personal information from misuses, interference and loss and from unauthorised access, modification and disclosure in accordance with APP 11.

## **Ensuring Your Personal Information Is Up to Date**

It is essential that the personal information you provide to ARM-CC is accurate, up to date and complete. From time to time ARM-CC may ask whether changes have been made to your personal information.

## **Accessing Your Personal Information**

You may gain access to any of the personal information ARM-CC holds about you at any time via your login credentials.

Where ARM holds personal information about you and are satisfied that the information is inaccurate, out of date or incomplete, please notify ARM-CC and ARM-CC will take such steps as are reasonable in the circumstances to ensure the information is accurate, up to date and complete.

### **Sensitive Information**

Sensitive information in section 6(1) of the Privacy Act means information or an opinion about an individual's racial or ethnic origin, political opinions, membership of political associations, religious beliefs or affiliations, philosophical beliefs, membership of professional or trade associations or trade unions, sexual orientation or practices or criminal records. It also includes personal information that is health, genetic or biometric information or biometric templates about an individual.

In accordance with APP 3, we will only collect sensitive information where you have consented to the collection of the information, and the information is reasonably necessary for or directly related to our functions or services.

### **Notifiable Data Breaches Scheme**

Where ARM is aware of reasonable grounds to believe an eligible data breach has occurred we will promptly notify individuals whose personal information is involved in a data breach that is likely to result in serious harm and notify the Australian Information Commissioner.

### **Our Privacy Policy May Change from Time to Time**

We regularly review all our policies and procedures and may change this Privacy Policy from time to time. This Privacy Policy was last amended on 1 June 2020.

### **Concerns or Requests**

If you have a question about this Policy, wish to lodge a request to access your personal information or you believe we have not protected your personal information please contact ARM-CC.