

# Hall Consulting Group Privacy Policy

## 1 Introduction

This Privacy Policy outlines how we treat your information in accordance with the Australian Privacy Principles 2014 (APPs) established under the *Privacy Act 1988 (Privacy Act)*.

You can obtain further information regarding the APPs and your privacy rights at the Office of the Australian Information Commissioner (OAIC) at [www.oaic.gov.au](http://www.oaic.gov.au).

Hall Consulting Group Pty Ltd Pty Ltd has an obligation under the Privacy Act 1988 (Privacy Act) to have in place adequate arrangements for the effective management of an individual's personal information.

The Board and Management are fully committed to respecting the privacy of our clients' personal information. Personal information is information which identifies an individual or from which the identity of the individual can be reasonably ascertained. An individual's name, address and telephone number are examples of an individual's personal information.

## 2 Scope

This Policy applies to all legal entities and employees of Hall Consulting Group Pty Ltd. It also applies, to the maximum extent possible, to agents and contractors that act for or on behalf of Hall Consulting Group Pty Ltd.

## 3 The Standard

This Standard outlines Hall Consulting Group Pty Ltd personal information management practices. It covers the following areas:

- Collection of personal information
- Use and disclosure of personal information
- Access to and updating personal information
- Security of personal information
- Contact details
- Complaints
- Changes to this Policy

## 4 Collection of Information

We only collect personal information about a Client which is necessary to carry out our functions and activities or that we are required by law to collect (e.g. tax laws and anti-money laundering and counter-terrorism financing legislation).

## 5 Use and Disclosure

We generally use and disclose a Client's personal information for purposes related to the main purpose for which the information was collected. We may also use or disclose a Client's personal information if the individual has consented to the use or disclosure. For example, we may disclose a Client's personal information to our service providers who assist us in administration. We will only disclose an individual's personal information to these third parties on a confidential basis so that the service provider can effectively provide those services



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We may otherwise use or disclose an individual's personal information where required or authorised by law, for example to government agencies such as the Australian Taxation Office (ATO) or Australian Securities and Investments Commission (ASIC).

Do we disclose personal information overseas?

In some cases, in order to conduct our business, we may disclose your personal information to a recipient which is located outside Australia. This includes:

- External service providers which are located in the Philippines and India.
- Any financial institution which you hold an account with overseas where you have given us permission to make enquiries on your behalf.

## 6 Access to personal information

A Client may request access to their personal information or request us to correct information that we hold about them. To make a request, please put your request in writing using the Contact Details in section 8 of this policy.

We require as many details as possible about the information requested in order to help us retrieve it. We will also require proof of your identity before we can provide you with access to your personal information.

In some circumstances, we may not be required by law to provide an individual with access or to correct their personal information. If this is the case, we will provide the individual with reasons for our decision.

## 7 Security of Information

Hall Consulting Group Pty Ltd takes reasonable steps to protect all of the personal information we hold from misuse and loss and from unauthorised access, modification or disclosure. This protection applies in relation to information stored in both electronic and hard copy form.

## 8 How to contact us

Any questions, concerns or complaints about our Privacy Policy or you wish to request access to any of your personal information that we hold about you, please contact us as follows:

Privacy Officer

Hall Consulting Group Pty Ltd PO Box 1355

CHATSWOOD NSW 2057

Telephone number: 02 94114443 Email: [admin@hallconsulting.com.au](mailto:admin@hallconsulting.com.au)

## 9 Complaints

If an individual wishes to make a complaint, they can contact the Privacy Officer using the Contact Details above.

If an individual feels that we have not adequately dealt with their complaint, complaints should be made in writing to:

Office of the Australian Information Commissioner (OAIC)

GPO Box 5218,

Sydney NSW 1042.



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T: 02 9411 4443 F: 02 9411 4010 E: [admin@hallconsulting.com.au](mailto:admin@hallconsulting.com.au) W: [hallconsulting.com.au](http://hallconsulting.com.au)  
Level 1 and 2, 1 West Street, North Sydney NSW 2060 | PO Box 355, North Sydney, NSW 2059

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Email: [enquiries@oaic.gov.au](mailto:enquiries@oaic.gov.au)  
Phone: 1300 363 992 (or +61 2 9284 9749 if calling from overseas)  
Online: <https://www.oaic.gov.au>

## **10 Monitoring and reporting requirements**

The Director is responsible for ensuring that adequate monitoring of compliance with this Standard.

The Director will include in any Report for the Board an update on compliance with this Standard including any breaches or incidents.

## **11 Non-compliance with this Standard**

Incidents of wilful non-compliance with this Standard are considered to be serious and may be grounds for legal action, dismissal or both.

## **12 Point of Contact**

The Director of Hall Consulting Group Pty Ltd is the point of contact for matters arising from this Standard.



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