



Effective from 26 May 2022

BSBKMG is committed to providing quality services. This policy outlines our ongoing obligations to in respect of how we manage Personal Information.

At BSBKMG, we have adopted the National Privacy Principles (NPPs) contained in the Privacy Act 1988 [Cth] [the Privacy Act].

National Privacy Principles (NPPs) contained in the Privacy Act 1988 [Cth] [the Privacy Act] govern the way in which we collect, use, disclose, store, secure and dispose of Personal Information.

A copy of the BSBKMG Privacy Principles may be obtained from the website of The Office of the Federal Privacy Commissioner at <https://www.oaic.gov.au>.

What is Personal information and why do we collect it?

Personal information is information or an opinion that identifies an individual. Examples of Personal Information we collect include:

- names
- addresses
- email addresses
- phone
- locations.

This personal information is obtained in many ways including web forms, emails, via our website www.bsbkmg.com, apps available in the Google Store or Apple Store and from third parties.

We don't guarantee website links or the policy of authorised third parties. We collect Personal Information for the primary purpose of providing services, information to clients and marketing. We may also use Personal Information for secondary purposes closely related to the primary purpose, in circumstances where there is a reasonably expectation for such use or disclosure.

There is an option to unsubscribe from BSBKMG mailing/marketing lists at any time by contacting us in writing.

When we collect Personal Information, we will, where appropriate and where possible, explain why we are collecting the information and how we plan to use it.

Sensitive Information

Sensitive information is defined in the Privacy Act to include information or opinion about such things as an individual's racial or ethnic origin, political opinions, membership of a political association, religious or philosophical beliefs, membership of a trade union or other professional body, criminal record or health information. Sensitive information will be used by us only:

- for the primary purpose for which it was obtained
- for a secondary purpose that is directly related to the primary purpose
- with consent, or where required or authorised by law.

Third Parties



Where reasonable and practicable to do so, BSBKMG will collect Personal Information only from the individual. However, in some circumstances, we may be provided with information by third parties. In such a case, we will take reasonable steps to ensure that the individual is made aware of the information provided to us by the third party.

Disclosure of Personal Information

Personal information may be disclosed in a number of circumstances including the following:

- third parties where consent is given to the use or disclosure
- where required or authorised by law.

Security of Personal Information

Your personal information is stored in a manner that reasonably protects it from misuse and loss and from unauthorised access, modification or disclosure. When your Personal Information is no longer needed for the purpose for which it was obtained, we will take reasonable steps to destroy or permanently de-identify your Personal Information. However, most of the Personal Information is or will be stored in client files which will be kept by us for a minimum of 7 years.

Access to your Personal Information

You may access the Personal Information we hold about you and update and/or correct it, subject to certain exceptions. If you wish to access your Personal Information, please contact us in writing. BSBKMG will not charge any fee for your access request but may charge an administrative fee for providing a copy of your Personal Information. In order to protect Personal Information, we may require identification from you before releasing the requested information.

Maintaining the Quality of your Personal Information

It is important to us at BSBKMG that personal information is up to date. We will take reasonable steps to make sure that Personal Information is accurate, complete and current. Our records will be updated upon notification and identification of expired or inaccurate personal information to ensure we can continue to provide quality services.

Policy Updates

This Policy may change from time to time and is available on our website.

Privacy Policy Complaints and Enquiries

If you have any queries or complaints about our Privacy Policy please contact us here: privacy@bsbkmg.com