



PRIVACY POLICY

Policy number:	RX-POL-018	Version:	2
Drafted by:	Jamie Russell	Approved by	17/1/24
		Management Team on:	
Responsible person:	Jamie Russell	Scheduled review date:	17/01/26

PRIVACY POLICY

This policy outlines our ongoing obligations to you in respect of how we manage your Personal Information.

We have adopted the Australian Privacy Principles (APPs) contained in the Privacy Act 1988 (Cth) (the Privacy Act). The APPs govern the way in which we collect, use, disclose, store, secure and dispose of your Personal Information.

A copy of the Australian Privacy Principles may be obtained from the website of The Office of the Australian Information Commissioner at 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 and phone numbers.

This Personal Information is obtained in many ways including interviews, correspondence, by telephone, by email, via our website www.resolutionx.com.au, via our staff internal intranet site REX, from your website, from media and publications, from other publicly available sources, and from third parties. We don't guarantee website links or policy of authorised third parties.

We collect your Personal Information for the primary purpose of providing our services to you, providing information to our clients and marketing, or collecting information in order to pay you for your services to our business. We may also use your Personal Information for secondary purposes closely related to the primary purpose, in circumstances where you would reasonably expect such use or disclosure

When we collect Personal Information we will, where appropriate and where possible, explain to you 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.

Melbourne
148-152 Browns Road, Noble Park VIC 3174
[Tel: \(03\) 9701 2711](tel:0397012711)

Resolution X Pty Ltd
Fax: (03) 9701 2511
www.resolutionx.com.au
ABN: 960 851 607 83

Sydney
21b Richmond Road, Homebush West NSW 2140
[Tel: \(02\) 9737 8060](tel:0297378060)



PRIVACY POLICY

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 your consent; or where required or authorised by law.

THIRD PARTIES

Where reasonable and practicable to do so, we will collect your Personal Information only from you. 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 you are made aware of the information provided to us by the third party.

DISCLOSURE OF PERSONAL INFORMATION

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

- Third parties where you consent to the use or disclosure; and
- 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 unauthorized 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 to update and/or correct it, subject to certain exceptions. If you wish to access your Personal Information, please contact us in writing.

Resolution X Pty Ltd 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 your Personal Information, we may require identification from you before releasing the requested information.

Melbourne
148-152 Browns Road, Noble Park VIC 3174
[Tel: \(03\) 9701 2711](tel:(03)97012711)

Resolution X Pty Ltd

Fax: (03) 9701 2511
www.resolutionx.com.au
ABN: 960 851 607 83

Sydney
21b Richmond Road, Homebush West NSW 2140
Tel: (02) 9737 8060



PRIVACY POLICY

MAINTAINING THE QUALITY OF YOUR PERSONAL INFORMATION

It is an important to us that your Personal Information is up to date. We will take reasonable steps to make sure that your Personal Information is accurate, complete and up-to-date. If you find that the information we have is not up to date or is inaccurate, please advise us as soon as practicable so we can update our records and ensure we can continue to provide quality services to you.

POLICY UPDATES

This Policy may change from time to time and is available on our website, our internal staff intranet system or can be obtained by contacting the office.

PRIVACY POLICY COMPLAINTS AND ENQUIRIES

If you have any queries or complaints about our Privacy Policy please contact us at:

resx@resx.com.au or via 03 9701 2411

Resolution X Pty Ltd

Melbourne
148-152 Browns Road, Noble Park VIC 3174
[Tel: \(03\) 9701 2711](tel:0397012711)

Fax: (03) 9701 2511
www.resolutionx.com.au
ABN: 960 851 607 83

Sydney
21b Richmond Road, Homebush West NSW 2140
Tel: (02) 9737 8060