

# Carmelprint Privacy Statement

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*Carmelprint agrees to abide by 10 National Privacy Principles (NPPs), as set out in the Privacy Act 1988 (amended by the Privacy Amendment (Private Sector) Act 2000.*

To comply with our obligations under the NPPs, we have a Privacy Policy which sets out how we manage privacy in our organisation. You are welcome to receive more information about the Policy.

## **Purpose of the Policy**

*Carmelprint takes its obligations under the Privacy Act seriously and would like to take all reasonable steps in order to comply with the Act and protect the privacy of the personal information that we hold. This policy sets out how we intend to so.*

## **The personal information that the Organisation collects**

*Where provided by you Carmelprint collects and holds the following personal information:*

- Your name
- Address
- Telephone number(s)
- Email address
- Credit card details (where supplied)

## **Why we collect it?**

*Carmelprint collects, uses and discloses the information in accordance with the *Collection Statement* in order to:*

- provide a service to clients,
- process subscriber payments,
- register those transactions subject to, and exempt from GST, and
- create subscriber databases for internal marketing.

## **Access to your personal information**

*Carmelprint provides access to the personal information that we hold about you. Access will be provided in accordance with our *Access Policy*. If you require access to your personal information please contact the General Editor, at the address below.*

## **Complaints**

If you have any complaints about our privacy practices or wish to make a complaint about how your personal information is managed please contact the General Editor, at the address below. Complaints will be handled under the *Carmelprint Privacy Complaints Policy*, detailed later in this document.

## **Storage**

We will take all reasonable steps to protect the security of the personal information that we hold. This includes appropriate measures to protect electronic materials and materials stored and generated in hard copy.

# Collection Statement

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The personal information collected is collected directly by *Carmelprint* or by its agents.

The information is collected for the purpose of:

- supplying you with our product
- processing payment
- we may also collect the information in order to advise you of new products or services that become available.

## **What happens if you choose not to provide the information?**

You are not obliged to give us your personal information. However, if you choose not to provide *Carmelprint* with the personal details [such as your name, address and payment details] we may not be able to provide you with the full range of our services, including access to our bulletins or other publications.

You can gain access to the personal information that *Carmelprint* holds about you. If you wish to do so please refer to our Access Policy or contact the General Editor, at the address below.

## **Sources of information**

Where possible the *Carmelprint* will collect all information directly from the subscriber.

# Access Policy

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## Purpose

The purpose of this Policy is to set out how *Carmelprint* will provide access to your personal information. The Policy is part of our Privacy Policy and our desire to provide for, maintain, and give effect to your right to privacy.

## Overriding principles

At all times the conduct under this Policy will be governed by the following principles:

- All requests for access will be treated seriously
- All requests will be dealt with promptly
- All requests will be dealt with in a confidential manner
- Your request to access your personal information will not affect your existing obligations or affect the commercial arrangements between you and *Carmelprint*.

## Form of Access

*Carmelprint* will provide access by allowing you to inspect, take notes of or receive copies or print outs of the personal information that *Carmelprint* holds about you.

You can make your request in writing directly to the General Editor, at the address below, or by contacting Sr Jennifer Jones OCD on 02 9820 8199.

To obtain access you will have to provide proof of your identity. This is necessary to ensure that personal information is provided only to the correct individuals and that the privacy of others is not undermined.

## When will Access be denied?

### Access will be denied if:

- the request does not relate to the personal information of the person making the request;
- providing access would pose a serious and imminent threat to life or health of a person;
- providing access would create an unreasonable impact on the privacy of others;
- the request is frivolous and vexatious;
- the request relates to existing or anticipated legal proceedings;
- providing access would prejudice negotiations with the individual making the request;
- access would be unlawful;
- denial of access is authorised or required by law;
- access would prejudice law enforcement activities;
- access discloses a '*commercially sensitive*' decision making process or information; or
- any other reason that is provided for in the National Privacy Principles (NPPs) set-out under the Privacy Act.

Where possible, *Carmelprint* will favour providing access. It may do so by providing access to the appropriate parts of the record or by using an appropriate '*intermediary*'.

Where there is a dispute about the right or forms of access these will be dealt with in accordance with the *Carmelprint Grievance Policy*.

## Time

We will take all reasonable steps to provide access within 30 days of your request. In cases where the request is not complicated or does not require access to a large volume of information, we will provide information within 14 days.

## Costs and charges

*Carmelprint* will impose the following charges:

- Photocopying;
- Delivery cost of information.

# Privacy Complaints

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How we handle privacy complaints (for individual customers)

## Introduction

*Carmelprint* sees the importance of privacy to the organisation, its customers and other stakeholders. As such *Carmelprint* is committed to protecting the privacy of the personal information that we hold. This is part of our organisation's:

- Legal obligations under the Privacy Act 1988
- Ethical and business obligations
- Service to you

*Carmelprint* places high priority on effectively dealing with any complaints dealing about privacy that you may have.

### **Overriding principles**

At all times the conduct under this policy will be governed by the following principles:

- All complaints will be treated seriously
- All complaints will be dealt with promptly
- All complaints will be dealt with in a confidential manner
- The privacy complaint will not effect your existing obligations or the commercial arrangements that exist between this organisation and you.

### **Who may complain under this policy?**

If you have provided us with personal information you have a right to make a complaint, have it investigated and dealt with under this policy.

### **What is a privacy complaint?**

A privacy complaint relates to any concern or dispute that you have with our privacy practices as it relates to your personal information. This could include matters such as:

- How personal information is collected
- How personal information is stored
- How this information is used or disclosed
- How access is provided.

### **What do I do if I have a complaint about privacy practices?**

*Carmelprint* resolves grievances at the local level if possible. If you have a complaint about privacy please contact the General Editor, at the address below.

All complaints will be logged on a database/complaints register.

You may complain orally or in writing by contacting Sr Jennifer Jones OCD at the address below or on 02 9820 8199. Complaints lodged by email will **not** be accepted. Please include accurate contact details (name, postal address and/or telephone number).

### **Grievance procedure**

The goal of this policy is to achieve an effective resolution of your complaint within a reasonable set timeframe [28 days or as soon as practicable].

Once the complaint has been made, the point of contact can then resolve the matter in a number of ways:

**Request further information and investigation:** Your initial contact may request further information from you. You should be prepared to give as many details as possible including details of any relevant dates and documentation. This will enable the contact to investigate the complaint and determine an appropriate and useful solution. All details provided will be kept confidential.

The complaint may be investigated. The organisation will try to do so as soon as possible. It may be necessary to contact others in order to proceed with the investigation. This may be necessary in order to progress your complaint.

**Discuss options:** We will discuss options for resolution and if you have suggestions about how the matter might be resolved you should discuss these with your contact. The contact could also suggest other solutions or give examples of how the personal information can be revised or stored in a different way.

**Resolution:** You will be informed of the outcome and the reasons for the decision. If this does not resolve the complaint, the matter will be referred to a mutually agreed intermediary.

If after the above steps have been followed you are still dissatisfied with the outcome you may refer the complaint to the federal Office of the Privacy Commissioner.

### **Anonymous complaints**

*Carmelprint* is unable to deal with anonymous complaints as we are unable to investigate properly and follow-up such complaints.

### **Information**

For any further information about this policy please contact:

The General Editor, Sr Jennifer Jones OCD,  
Carmelprint, St Andrews Road, Varroville NSW 2566