

Arrow Privacy Policy

Arrow Collaborative Services Limited ABN 77 103 439 578 (“**Arrow**”, “**we**”, “**us**”) includes its operations under the business names Local Government Training Institute, Screen Hunter, Regional Procurement; and its wholly owned subsidiary company Hunter Councils Legal Services Ltd, trading as Local Government Legal.

Arrow take the protection of your personal data seriously, and this Privacy Policy sets out how we collect, hold, use, share and secure your personal information. If you have any questions about this Privacy Policy, you may contact Arrow’s Privacy Officer through the contact details provided below.

What information do we collect and hold?

We collect and hold personal information relating to our clients and to other people and entities associated with our clients as may be provided or disclosed to us in the course of business. We may also collect sensitive information in the course of providing our products and services, however we will only do so where the individual consents to the collection of the information and where the information is reasonably necessary for one or more of our functions or activities.

The information collected differs across each of our business operations, and is detailed below:

Arrow – Corporate Services

- Such personal information relevant to the provision of its products and services, including but not limited to names, phone numbers and email addresses.

Local Government Legal

- Such personal information relevant to the provision of its products and services, including but not limited to names, email addresses, phone numbers, employer, business or personal addresses, gender, date of birth, passport numbers, drivers licence numbers and state of issue, Medicare numbers, place of birth and any additional personal information required for the legal services being provided.
- As an incorporated legal practice, Local Government Legal is also bound by professional confidentiality and legal obligations which are not covered under this Privacy Policy, and Local Government legal will ensure such obligations are complied with.

Local Government Training Institute

- Such personal information relevant to the provision of its products and services, including but not limited to names, addresses, email addresses, phone numbers, gender, date of birth, Unique Student Identifier (USI) numbers, drivers licence numbers and state of issue, Medicare numbers, employment status, place of birth, nationality, Indigenous status, spoken language, disability or health conditions and education history.

Regional Procurement

- Such personal information relevant to the provision of its products and services, including but not limited to names, addresses, email addresses, business details and employer.

Screen Hunter

- Such personal information relevant to the provision of its products and services, including but not limited to names, addresses, email addresses, phone numbers, business details and social media details.

How is personal information received and held?

Personal information may be received over the phone, on our websites, by mail, by email or in person, and may be held either electronically or as a hard copy. We may also receive personal information from third parties where we have been authorised by the client to do so.

We take the security of personal information very seriously. We secure hard copy documents carefully and use cyber-security systems to protect our electronic records.

For what purpose is personal information collected, held, used and disclosed?

All data processed by us is done on a lawful basis. Subject to compliance with our professional confidentiality and legal obligations, the purposes for which we collect, hold, use and disclose personal information are:

- to offer and provide our products and services to our clients;
- to provide our clients with communications relating to our products and services;
- to manage and improve our services and client relationships, including for internal research and statistical analysis;
- where required or authorised by or under an Australia law or a court/tribunal order;
- any other purposes reasonably necessary for, or directly related to, one or more of our functions or activities.

How can personal information be accessed or corrected?

Clients may access their personal information and seek correction of it at any time by contacting Arrow's Privacy Officer.

Clients will be formally identified before releasing or amending any personal information.

Is personal information disclosed outside of Australia?

We do not disclose personal information outside of Australia as a regular part of our business activities, however we do use systems and service providers located within Australia and in overseas locations, including Japan and the United States.

Subject to compliance with professional confidentiality and legal obligations, we will only disclose personal information outside of Australia when it is necessary for providing our products and services.

Compliance with legal obligations

Notwithstanding anything else contained in this Privacy Policy, we will comply with our legal obligations regarding how we collect, hold, share, and secure your personal information.

Complaints and enquiries

All complaints and enquiries regarding this Privacy Policy, our handling of personal information or compliance with the *Privacy Act 1988* or the Australian Privacy Principles may be made to Arrow's Privacy Officer. We aim to respond to all complaints and enquiries in writing within 14 days.

If you are not satisfied with the outcome of your complaint or enquiry, you may refer it to the Office of the Australian Information Commission (OAIC). The relevant contact details are provided below:

Arrow Privacy Officer

Email: admin@arrowco.com.au

Phone: (02) 4067 3938

Post: Privacy Officer, Arrow, PO BOX 3137, Thornton NSW 2322

Office of the Australian Information Commissioner

GPO Box 5218 Sydney NSW 2001

Telephone: 1300 363 992

Email: enquiries@oaic.gov.au

Website: www.oaic.gov.au

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