



# **Median Technologies**

## **Privacy Policy**

Version 2 – April 2014

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## 1. Protecting your privacy

This Privacy Policy applies to the business activities of Median Technologies Pty Limited (ABN 74 111 111 356).

Median provides bulk communication services for our clients to communicate with their customers (or potential future customers) using the following distribution methods: Print/Post, Email, Fax & SMS etc. Median also provides IT services including data cleansing & capture.

Protecting your privacy and your personal information is important to Median Technologies. We comply with the Australian Privacy Principles contained in the Privacy Act 1988.

Our Privacy Principles & Privacy Policy define how we collect, use, store & secure personal information.

## 2. What is your personal information?

The term/meaning “personal information” as per the privacy act 1988 in general terms is any information that can be used to personally identify you. For example your name/address & contact details, financial details and profession or occupation etc.

## 3. The kinds of personal information Median collects and holds

### **Client Data (Used for Bulk communication services):**

Our clients provide Median with databases containing personal information including names and addresses, email addresses, mobile phone numbers, ID numbers, financial information and other information that is relevant to the bulk communication services they engage Median to perform.

This personal information is not directly collected by Median from the individual concerned, our client has already collected the personal information from the individual or another 3 party.

Median does seek assurances from our clients that the personal information supplied to Median has been collected lawfully and in compliance with the privacy act 1988. Median accepts no responsibility or liability for the personal information (Bulk databases) supplied by our clients for the bulk communication services they have engaged Median to perform.

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### **Client & Supplier:**

Median collect & hold personal information (Generally contact information) relating to our clients & suppliers.

### **Employee:**

Median collect & hold personal information for our employees (and potential employees) including names, addresses, email addresses, phone numbers, financial details, qualifications and personal health information.

## **4. How Median collects and holds personal information**

### **Client Data (Used for Bulk communication services)**

Median generally receives client databases from our clients via secure file transfer methods. Upon receipt the databases are saved with the secure Median network.

### **Employee/Client & Supplier**

Median collects personal information lawfully directly from the individual concerned unless it is impracticable to do so. Information may be collected by the following methods but not limited to:

- From completed application forms or contracts
- From our Website or websites hosted by Median
- From communication we have received from you, including electronic communication

Personal data is held within the secure Median Network/Facility

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## **5. The purposes for which Median collects, holds, uses and discloses personal information**

### **Client Data (Used for Bulk communication services)**

Databases containing personal information are used strictly for the purpose of providing our clients the communication services they have engaged Median to perform. For example the correspondence we print & distribute on behalf of our client may include name & address details, ID numbers and financial information etc.

### **Employee/Client & Supplier**

Only Personal Information that is required to establish an employee personnel file, initiate a payroll record, and conform to all government requirements in relation to taxation and superannuation are collected from Median employees.

Client & supplier personal information is only collected as required relating to Median's Business activities.

## **6. How an individual may access personal information held by Median and seek the correction of such information**

### **Client Data (Used for Bulk communication services)**

Please contact our Privacy Officer if you require details of the personal information we may hold about you.

If you would like your personal information corrected or updated it will be necessary to contact our client who provided your information to us to perform our services. Median will assist you in this regard if required.

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## **Employee/Client & Supplier**

Median will provide Employees/Clients & Suppliers upon request access to the personal information stored by Median. If the individual determines that the information held about them is incorrect, then Median will review the accuracy of the information and correct, if necessary.

Access requests can be made with our Financial Controller.

If Median refuses to give access to the personal information or to give access in the manner requested by the individual, Median will give the individual a written notice that sets out the reasons for the refusal except to the extent that, having regard to the grounds for the refusal, it would be unreasonable to do so.

## **7. How an individual may complain about a breach of the Australian Privacy Principles and how Median will deal with such a complaint**

Please contact Median as per the below contact details if you believe your privacy has been breached including the details pertaining to the breach.

Median will acknowledge the complaint in writing and conduct an investigation regarding the complaint and will correspond with the parties involved including our clients if required.

Upon completion of the investigation Median will respond to the complaint in writing and take the necessary actions to rectify the issue if required. Median will implement Corrective & Preventive actions if required to prevent a reoccurrence of the issue.

## **8. Whether Median is likely to disclose personal information to overseas recipients**

Currently Median does not use offshore suppliers. Prior to using offshore suppliers Median will take such steps as are reasonable in the circumstances to ensure that the overseas recipient does not breach the Australian Privacy Principles (other than Australian Privacy Principle 1) in relation to the information.

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## 9. Security & Storage of Personal Information

Median stores personal information in either electronic or hard copy formats.

Median has taken reasonable measures to ensure personal information is secure and protected from unauthorised access, modification, misuse or loss.

Median has implemented high level security measures such as

- Facility monitored perimeter security
- IT Network security (Firewalls, intrusion detection, data encryption, virus protection)
- Data Access level controls
- Maintaining confidentiality agreements with our clients/suppliers & employees

## 10. Contacting Us About Privacy

If you have any questions about our privacy policy or concerns/complaints regarding the privacy of your personal information please contact us as per the details below.

All enquires will be treated confidentially. Median will aim to respond to all enquiries/complaints in a reasonable time frame.

Contact details for our Privacy Officer :

[privacyofficer@median.com.au](mailto:privacyofficer@median.com.au) or

The Privacy Officer  
Median Technologies Pty Ltd  
PO Box 90  
Kedron, QLD 4031