# POLICES for Angelonia Fashion

# PRIVACY POLICY

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| DATE | AUTHOR | SUMMARY of CHANGE | APPROVED BY |
| 3rd Sept 2022 | George Green | Created | Manager |
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Angelonia Fashion is committed to protecting the privacy of the personal information of our clients and employees. We value and respect the privacy of the people we do business with and who work for our company.

Angelonia's Privacy Policy complies with the Australian Privacy Act 1988 (Cth) and other relevant privacy laws and regulations.

This Privacy Policy covers all employees and clients of Angelonia Fashion and outlines how we collect, use, retain and disclose personal information gathered to carry out our business activities.

**Information we may collect**

* Contact information
* Name and surname
* Address
* Email address
* Phone number
* Transaction details and history
* Order details
* Payment method
* Returns details
* Refunds
* Banking and/or credit details
* Details of payment method (For example, institution, account)
* Correspondence and communication
* Emails
* Phone messages
* Phone records

**How data is collected**

We collect data from your online transactions. This includes information on your online purchases and online interactions.

**How data is used**

We use the data collected from your online transactions to:

* process your online purchases
* deliver a personalised experience
* manage internal administrative and taxation processes
* support our marketing strategy

We retain your personal information linked to sales for the period of time required by the taxation department. For other situations, we only retain the data collected for the duration of the business activity.

**Disclosure of information**

We use a system consent receipt each time we intend to disclose your information to third parties. For all other situations, we will disclose your personal information only as permitted by the law.

**Cookies**

Angelonia Fashion uses cookies on its website. Cookies do not personally identify you, but your devices, browsers and navigation patterns on our website. The purpose of the cookies is to improve your online experience. You can disable cookies on your browser, but this may affect the way the website displays.

**Marketing information**

It is your choice to subscribe to receive marketing communications and information from Angelonia Fashion. You can subscribe and unsubscribe to our marketing emails and SMS messages at any time.

**Third-party data collection**

If you access a third-party website through our website, the third-party website may collect your personal information. We take no responsibility for third-party websites' privacy policies or lack of policies.

**Concerns and complaints**

To lodge a complaint against this policy, download the complaint form from our website and follow the lodgement instructions. All complaints are addressed promptly and professionally.

Contact us if you have any questions or concerns regarding this policy. Contact details:

* Email: angelonia@af.com.au
* Phone: 123456789

# PRIVACY PROCEDURES for Angelonia Fashion

**Privacy Policy Distribution and Maintenance Procedure**

**Purpose:** This procedure outlines the actions that Angelonia Fashion takes to ensure the distribution and maintenance of the company’s Privacy Policy.

**Scope:** All employees of Angelonia Fashion

**Responsibilities:** The responsibility for distributing and maintaining the Privacy Policy over time rests with management.

**Distribution options:**

* All employees of Angelonia Fashion are made aware of the Privacy Policy when first joining the company during the induction or orientation process.
* After the induction session is completed, all new employees are emailed the Privacy Policy and are invited to raise any questions or concerns.
* All employees are provided with ongoing privacy training and support through refresher programs every twelve months and are issued with a completion certificate.
* Employees can access the Privacy Policy on the company intranet and also on the company website.
* Angelonia Fashion’s clients can access the Privacy Policy through the company website. They are encouraged to raise questions or concerns with management via email.\

**Maintenance options**

**Policy scheduled reviews:**

* The Privacy Policy is reviewed every twelve months and updated before a new round of refresher privacy training takes place.
* After a policy review:
* A notification email is sent to all employees including the policy, or a link to it.
* The website is updated to include the newly updated policy.
* Privacy refresher training sessions are scheduled.

**What can trigger an unscheduled review?**

* A change in privacy legislation will result in a policy review to ensure compliance with legislation.
* Once the policy is updated in accordance with the new legislation, the steps outlined in “After a policy review” in the Review section will take place.
* Another event that can trigger an out-of-scope review is an unusual increase in the number of complaints against the policy from employees and clients. This will trigger a review and subsequent update of the policy.

# ORGANISATIONAL PRACTICES for Angelonia Fashion

Angelonia Fashion has in place a number of practices to ensure that employees adhere to company policy and offer the best possible service to customers. This document outlines the privacy and handling of customer query practices.

**Privacy practices:**

* Secure password policy.
* Identify and classify sensitive data.
* Encrypt sensitive data.
* Control access to sensitive data.
* Minimal data collection. Collect only the data required to carry out the transaction.
* Use a system of consent receipts. The customer receives a consent receipt each time they consent to processing personal data and can keep the receipt as proof.
* Implement a robust data security system.
* Compulsory privacy training and awareness of all employees.

**Practices to handle customer queries:**

* Timely handling of refunds and faulty products (garments).
* 24-hour response to customer queries regarding products and delivery arrangements.
* Do not assume all customers want the same thing.
* Adapt to customer communication styles. If appropriate, use your customer’s language.
* Know the ropes. Customers need to be reassured that the person they are talking to knows the system.
* Honesty is the best communication policy.
* Avoid close-ended responses when dealing with clients, as they can block communication.
* Keep calm and professional at all times.
* The priority is to address and resolve the customer's issue.

# POLICES for TURTLE MOVERS

# PRIVACY POLICY

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| --- | --- | --- | --- |
| DATE | AUTHOR | SUMMARY of CHANGE | APPROVED BY |
| 3rd Oct 2022 | George Green | Created | Manager |
|  |  |  |  |

Turtle Movers is committed to protecting the privacy of the personal information of our clients and employees. We value and respect the privacy of the people we do business with and who work for our company.

Turtle Movers’ Privacy Policy complies with the Australian Privacy Act 1988 (Cth) and other relevant privacy laws and regulations.

This Privacy Policy covers all employees and clients of the company and outlines how we collect, use, retain and disclose personal information gathered to carry out our business activities.

**Information we may collect**

* Contact information
* Name and surname
* Pickup address
* Delivery address
* Email address
* Phone number
* Transaction details and history
* Bookings
* Cancellations and rescheduling
* Insurance
* Payment method
* Refunds
* Rewards and loyalty benefits
* Banking and/or credit details
* Details of payment method (For example, financial institution, account)
* Correspondence and communication
* Emails
* Phone messages
* Phone records

**How data is collected**

Turtle Movers collect data from your online transactions. Transactions include information on your online removalists’ queries, service bookings and payments.

**How data is used**

We use the data collected from your online transactions to:

* process your online removalists bookings and related activities
* deliver a personalised experience
* manage internal administrative and taxation processes
* support our marketing strategy

We retain your personal information linked to removalists’ jobs for the period of time required by the taxation department. For other situations, we only retain the data collected for the duration of the business activity.

**Disclosure of information**

Turtle Movers does not share or sell your data to third parties and will seek your consent if personal data needs to be shared with a third party, such as an insurance company.

There may be circumstances where we need to disclose your data to legal authorities, and we will do so as permitted by the law.

**Retention and disposal of data**

Turtle Movers will keep your personal contact details and transaction data stored securely for the required period of time to comply with taxation legislation. After that period has elapsed, your data will be destroyed.

**Concerns and complaints**

To lodge a complaint against this policy, download the complaint form from our website and follow the lodgement instructions. All complaints are addressed promptly and professionally.

Contact us if you have any questions or concerns regarding this policy. Contact details:

* Email: turlemovers@tm.com.au
* Phone: 123456789

# PRIVACY PROCEDURES for Turtle Movers

**Lodging a Privacy Complaint**

**Purpose:** This procedure outlines the actions that need to be carried out to lodge a Privacy Policy complaint.

**Scope:** All employees and clients of Turtle Movers

**Responsibilities:**

The responsibility for actioning, processing and resolving privacy complaints falls on Turtle Movers’ management.

**Lodging a privacy complaint:**

* To lodge a privacy complaint, you need to access the Privacy Complaint Form from the company website. It is located in the legal section of the website. You can request the form to be sent to you via email.
* Once you have the form, complete all sections with as many details as possible to ensure that there are no delays in processing the complaint.
* Submit the completed form if you accessed the website form, or email the form if you requested one via email.

**Acknowledgement of privacy complaint**

* Turtle Movers take complaints seriously, and will endeavour to acknowledge receipt of the complaint within 48 hours.

**Processing a privacy complaint**

* Management will investigate the complaint within 7 days of receiving it. During this period, they may contact the complainant if further information is required.
* In most cases, complaints are resolved in conversation with the complainant by addressing all the issues and concerns and negotiating a resolution.
* If more information or investigation is required and the process is delayed, management will keep the complainant continuously updated on the process.

**Resolving and closing a privacy complaint**

* Once processing, investigation and communication with the complainant has concluded, management will communicate the resolution to the complainant. If both parties agree at this stage, the resolution will be formally documented and archived by management.
* If it is pertinent, management will formally apologise to the complainant and take the necessary measures to eradicate the problem.
* In the event that a mutually agreeable resolution has not been reached, either party may decide to get independent legal advice on the matter.
* Turtle Movers is committed to resolving all complaints promptly and amicably.

# PRIVACY PRACTICES for TURTLE MOVERS

Turtle Movers has in place a set of privacy practices to ensure that employees comply with company policy regarding privacy. These practices aim to protect the privacy of customers’ personal data.

**Privacy practices:**

* Enforce strong passwords.
* Employ encryption for sensitive data.
* Compulsory privacy training and awareness of all employees.
* Back up data.
* Protect data from insider threats. This type of threat may originate from:
* Negligent employees
* Third-Party Partners
* Ex-employees
* Policy Evaders
* Use end-point security systems to protect data
* Conduct proper disposal of electronic and physical copies of personal and protected data.
* Implement a trifecta of physical, technical, and administrative controls to safeguard personal information.