



Privacy Policy

Purpose of the policy

1. The White Ant Co Pty Ltd (TWAC) is committed to protecting the privacy of personal information obtained through its operations as a Pest Control Company. TWAC considers itself bound by the Privacy Act 1988 (Cth) (Privacy Act), including the Australian Privacy Principles (APPs) and any relevant privacy code registered under the Privacy Act.

Policy Statement

2. The 13 Australian Privacy Principles apply to personal information, that is, information or an opinion (whether true or not) relating to an identified individual or which can be used to identify that individual. It is important to note that information about companies is not personal information. However the principles will apply to an individual who is carrying on a business as a sole trader. All TWAC offices in Australia are subject to policies and procedures that seek to ensure that the organisation complies with the Australian Privacy Principles.

The kinds of personal information we collect and hold

3. TWAC collects personal information that is reasonably necessary for, or directly related to, its functions or activities, e.g. staff information. The specific types of personal information TWAC may collect and hold includes the following: • name; • contact details; • business/ mailing address; • title; • nature of business; • advice received from the client or prospective client that may contain additional personal information, such as family relationships and other business-related connections; • TWAC does not collect any personal information and cannot track other than information reasonably necessary for, or directly relating to, the primary purpose for which TWAC has been engaged or may be engaged, or its other functions and activities.

How we collect personal information

4. TWAC only collects personal information that has been directly provided to us by our clients or prospective clients, associates of clients, our suppliers or potential suppliers, our employees or potential employees, or is otherwise available in the public domain where this information will assist us with the provision of services to our current and prospective clients. Information may have been provided verbally or in writing (including by email or through web forms).



5. Our website uses cookies to identify site users and their interests and to track usage of the site. Cookies are small pieces of text stored on a computer that help us to know which browser the operator is using, where they have been on the site and any web sites to which they may link in order to use some of our features. By acceptance of our cookie, the user will be permitted access to certain pages of the site without having to log in each time they visit. A user who does not accept the cookie from the site may not be able to access certain areas of the site. We also log IP addresses, or the location of computers on the internet to help diagnose problems with our server and to administer the site. If the user prefers not to accept a cookie, they can set their web browser to warn them before accepting any cookies. Alternatively they can refuse all cookies by turning them off in their web browser.

How we use your personal information

6. TWAC will only disclose personal information about an individual staff member if they have been directly authorised to do so e.g. confirmation of employment for Bank or Real Estate etc. In certain circumstances, the law may permit or require us to use or disclose personal information for other purposes (e.g. Child support etc.).

Sensitive information

7. Our policy is that we do not collect or hold sensitive information about our clients or prospective clients. If any of our clients or prospective clients elects to provide us with any sensitive personal information, we will take all reasonable steps to ensure that the sensitive information is securely protected.

Disclosure of Personal Information

8. Personal information is not disclosed to a third party unless the disclosure is necessary to support the delivery of the services for which TWAC has been, or is expected to be, engaged, or is required by law.
9. Examples where personal information may be disclosed to a third party include: • where TWAC is required by law to provide personal information so that TWAC complies with court orders, subpoenas or other legislation that requires us to provide personal information (for example, a garnishee order).
10. Should it be necessary for TWAC to forward personal information to third parties outside the firm, we will make every effort to ensure that the confidentiality of the information is protected.



How we store your personal information

11. TWAC will take all reasonable steps to protect against the loss, misuse and/or alteration of the information under its control, including through appropriate physical and electronic security strategies. Only authorised TWAC personnel are provided access to personal information, and these employees are required to treat this information as confidential. We may need to maintain records for a significant period of time. However, when we consider information is no longer needed, we will destroy or de-identify these records. Our policy is that all electronic records are only stored in Head Office.
12. TWAC will only store data with an external provider if a technical assessment of a service provider's security protocols are considered to meet or exceed the level of security that TWAC could apply if the electronic data were to be stored in TWAC's own in-house systems and we are satisfied that TWAC is able to meet its commitments under Australian Privacy Legislation.

Accuracy of personal information

13. TWAC will take all reasonable steps to make sure that any personal information collected, used or disclosed is accurate, complete and up to date. If a person believes that the information we hold is inaccurate or out of date, they may contact our Privacy Officer and we will update the relevant information accordingly.

Access to personal information

14. Under the Australian Privacy Principles, a person has the right to request access to any personal information that we may hold about them and to advise us if the information should be corrected. The Australian Privacy Principles set out the circumstances when we can refuse those requests. If we do refuse a request, we will provide the person with a written notice that sets out the reasons (unless it would be unreasonable to provide them). Subject to our right to refuse access, TWAC will provide the person with a report that lists any personal information that we may hold. Our policy is to provide the requested information within 48 hours of their written request.

Personal Enquiries

15. If you wish to make an enquiry about your personal information at TWAC, or make a complaint because you believe that we may have breached the Australian Privacy Principles or a privacy code that applies to us, please email our nominated Privacy Officer, at finance@ppmgmt.com.au or telephone 07 3806 2059. We will respond to each request within a reasonable time.