

# Roster with ROSS Pty Ltd

## Privacy Policy

### 1. Privacy Act

Roster with ROSS Pty Ltd (ACN 164 491 810) ("**we**", "**our**" or "**us**") is an "organisation" for the purposes of the Privacy Act 1988 ("**Act**"), and is subject to the National Privacy Principles contained in the Act.

This Privacy Policy is intended to provide a general overview of our policies in respect of the handling of your personal information. Your "personal information" is any information or opinion about you that is capable of identifying you.

This Policy covers our handling of personal information generally including any that is collected via our online services, including our publicly available web sites (such as [www.rosterwithross.com](http://www.rosterwithross.com)) email, and also through the ROSS service (which is our web-based workforce management solution) itself ("**ROSS Service**").

Other policies may override this Privacy Policy in certain circumstances. For example, when we collect personal information from you, we may advise a specific purpose for collecting that personal information, in which case we will handle your personal information in accordance with that stated purpose.

This Policy is intended to cover most personal information handled by us, but is not exhaustive. If you have any queries about our management of your personal information, you are encouraged to contact us for further information.

### 2. Exemptions

No general exemptions under the Act apply to us, or to any of our acts or practices.

### 3. How We Collect, Hold, Use and Disclose Personal Information

#### 3.1 Collection

Whenever possible, we will collect your personal information either:

- directly from you; or
- directly from a customer who uses our ROSS Service (for example, your employer) (**Customer**) on an unsolicited basis, and only as provided to us in the course of the Customer's use of our services.

We will limit the personal information we collect to that which is necessary for our functions or activities. When collecting personal information, we will endeavour to make you aware (or endeavour to ensure that you are made aware) of the purposes for which the information is being collected by us, the organisations to which we would usually disclose your information, and any consequences for you if you fail to provide any information that is requested by us.

#### 3.2 Storage

We store your personal information securely, and have policies and procedures intended to ensure that your personal information is not misplaced or misused, and that unauthorised access to, or modification or disclosure of, your personal information does not occur.

Specific measures we employ include:

- training staff in privacy procedures and only allowing authorised personnel access to information;
- ensuring that all electronic communications through the ROSS Service employ industry standard encryption, using the Secure Socket Layer (SSL) protocol. All ROSS Services data on our systems is protected by multiple layers of security including POSIX permissions, intrusion detection and ensuring that the latest security patches are applied to give maximum protection; and
- regular monitoring and improvement of our practices and systems to ensure the effectiveness of our security policies.

We will endeavour to destroy your personal information as soon as it is no longer required by us or a Customer (and this is permitted by law).

### **3.3 Use and Disclosure**

We will generally only use or disclose your personal information for the purpose for which we collected it, and for related purposes we consider will be within your reasonable expectations. Otherwise, we will seek your consent prior to using or disclosing your personal information for another purpose, unless we are required or permitted by law to do so without seeking your permission.

If a Customer uses the ROSS Service, and in the course of doing so provides information to us that contains your personal information ("**Customer Data**"), we will use such Customer Data strictly for the purpose of providing the ROSS Service to that Customer. We will not disclose Customer Data to any third party or use it for any other purpose, unless we are required or permitted by law to do so without seeking your permission.

Further information about our use and disclosure of personal information is set out below.

## **4. Access to Personal Information**

You may contact us to request access to the personal information about you that we hold. We may refuse to allow you to access your personal information if we are legally required or entitled to do so (including if we are not reasonably able to ascertain your identity).

If you believe that your personal information may have been provided to us by a Customer as part of Customer Data, we recommend in the first instance that you seek access to your personal information direct from that Customer. In most cases, the Customer should be able to access the relevant information through our ROSS Service and provide you with a copy of that information. In the event that the Customer is unable or unwilling to provide access to your personal information, you are entitled to request it from us.

We may require you to pay a fee in order for us to retrieve and provide you with access to your personal information held by us. We will advise the amount of the fee payable (if any) once we have assessed your application for access. We will not charge you for making a request for access to personal information.

If you lodge a request for access, we may provide you with access to your personal information in any of a number of ways (including, for example, supplying you with a copy

of your personal information, or providing you with the opportunity to view your personal information).

If you establish that any personal information we hold about you is not accurate, complete and up-to-date, we will amend our records accordingly.

Please notify us if your personal details change so that we may keep our records up-to-date.

## **5. Kinds of Personal Information We Hold**

The personal information about you we may hold includes your name and address, contact telephone number(s) and/or email address(es), plus any personal information that a Customer has entered into the ROSS Service. We may also hold information about your use of our services, and any other personal information that you provide to us.

We do not hold any sensitive information about you unless you or a Customer provides it to us.

We hold this information so that we may:

- send you information that you request;
- provide services to our Customers, including providing support and sending email alerts about server upgrades and new features of our services; and
- perform market research (however we will not use Customer Data for this purpose).

## **6. Disclosure of Personal Information to Other Organisations**

We may disclose your personal information (not being Customer Data) to certain contractors or subcontractors of ours that provide administrative or promotional services to us (for example, mail processing businesses, printers, or market research companies). We enter into contractual agreements with these organisations to ensure that information we disclose is used only for the limited purposes for which we have provided it.

## **7. Automatic Server Logs**

Our web site server automatically collects various items of information when you use our web site, including:

- your IP ("Internet Protocol") address (which, in general terms, is a unique identifier assigned to your computer when it is connected to the Internet);
- search terms used;
- the operating system and Internet browser software you are currently using; and
- the data that you download (such as web pages or other document files or software), and the time that you download it.

This information is used for statistical analysis, system administration, and similar related purposes and is not disclosed to any other party.

## 8. Email and Message Forms

We may collect personal information from you (such as your name, address, telephone number and email address, and any other personal information you volunteer) if you send us email or if you submit information to us using a message or feedback form. We will use this personal information to contact you to respond to your message, to send you information that you request, and for other related purposes we consider are within your reasonable expectations. We will not use or disclose any such information for any other purpose without your consent.

## 9. Transmission of Personal Information

Personal information transmitted through the ROSS Service is protected by encryption as indicated in section 3.2 above. If you provide any personal information to us via our other online services (including email) or if we provide such information to you by such means, the privacy, security and integrity of this information cannot be guaranteed during its transmission unless we have indicated to you that a particular transaction or transmission of information will be protected (for example, by encryption).

## 10. Other Online Services

If any of our online services (including any email messages we send to you) contain links to other online services that are not maintained by us ("**other services**"), or if other services link to our online services, we are not responsible for the privacy practices of the organisations that operate those other services, and by providing such links we do not endorse or approve the other services. This Privacy Policy applies only in respect of our online services.

## 11. Changes

We reserve the right to amend this Privacy Policy at any time. You may obtain a copy of the current version of the Privacy Policy by contacting us.

## 12. Complaints

If you believe that a breach of your privacy has occurred, we encourage you to contact us to discuss your concerns.

## 13. Further Information

You may contact us if you require further information about the ways we manage your personal information.

## 14. Contact Information

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1<sup>st</sup> October 2013