

Purpose

GCIC takes its obligations under the Privacy Act seriously and has taken all reasonable steps in order to comply with the Act and protect the privacy of the personal information that we hold.

Your privacy is important to us. This policy describes generally the privacy policy for GCIC, including how personal information is collected, disclosed, and used, in either an electronic or physical environment.

Collection

Personal information is information or an opinion about an individual whose identity is apparent or can be reasonably ascertained. GCIC collects some personal information only for the purposes of conducting its business. This personal information may include information about individuals who:

- Conduct business or intend to conduct business with GCIC;
- Are business partners, members, affiliates, suppliers, or part of such organisations, including sub-consultants;
- Seek employment with GCIC;
- Otherwise have some contact with GCIC

The kinds of personal information collected by GCIC include contact details, transactional information, financial information and marketing information generally. This information is collected in a variety of ways, such as by mail, email, internet and intranet access, personal contact and through business activities and events.

GCIC will take reasonable steps to make you aware that personal information is being collected, the purposes for which personal information is being collected and the organisations to which personal information about you is disclosed.:

Use and Disclosure

GCIC uses personal information to promote and deliver services to organisations and individuals. Personal information such as work history is also used to determine if you are suitable for a position or as a member within GCIC or as a sub-consultant for a current or future project. If you do not want personal information about you to be used as a basis for further contact with you, then you should inform GCIC of such and we will respect your wishes.

Storage and Security

Personal information used by GCIC for these purposes may be received, stored, processed, managed, administered, secured, or transmitted either electronically or physically, on a server or local computer, in temporary or permanent records.

GCIC will use and keep this information in compliance with the requirements of the law and in accordance with any other agreed requirements.

Disclosure

GCIC may disclose personal information about you to other organisations or advisers as necessary to facilitate the transaction for which it was collected.

Access and Correction

If GCIC holds personal information about you, you may request access by calling GCIC on 07 55 527289. Depending upon the personal information you seek, you may be asked:

- To put your request in writing to verify your identity
- Provide further details to assist GCIC in responding to your request in a timely manner
- Pay a reasonable charge to access personal information

If GCIC holds personal information about you, and you can establish that it is not accurate, complete and/or up-to-date then, you may ask GCIC to amend it.

If you have a complaint about privacy please contact the Privacy Officer. Having provided us with personal information you have a right to make a complaint, have it investigated and dealt with. Our goal is to achieve an effective resolution of any complaint within a reasonable set timeframe

Further Information

For any further information about this policy please contact:

Andrew Loch
Gold Coast Innovation Centre Ltd
Suites 3.44-51 Building G39
Griffith University
Parklands Drive
Southport QLD 4222

PROCEDURE FOR PRIVACY COMPLAINTS

Who may complain under this policy?

If you have provided us with personal information you have a right to make a complaint, have it investigated and dealt with under this policy.

What is a privacy complaint?

A privacy complaint relates to any concern or dispute that you have with our privacy practices as it relates to your personal information. This could include matters such as:

1. How personal information is collected;
2. How personal information is stored;
3. How this information is used or disclosed;
4. How access is provided;
5. How accurate the information is that we hold.

What do I do if I have a complaint about privacy practices?

GCIC resolves grievances at the local level if possible. If you have a complaint about privacy please contact the Chief Executive Officer.

All complaints will be logged on a complaints register.

Usually your normal contact person with GCIC will be the proper person to discuss or resolve your complaint, however, if your privacy complaint is not resolved the matter will then be referred to the Privacy Officer, and then if necessary, the Managing Director. You may complain orally or in writing.

GRIEVANCE PROCEDURE

The goal of this procedure is to achieve an effective resolution of your complaint within a reasonable set timeframe.

Once a complaint has been made, the point of contact can then resolve the matter in a number of ways:

1. Request further information and investigation: Your initial contact may request further information from you. You should be prepared to give as many details as possible including details of any relevant dates and documentation. This will enable the contact to investigate the complaint and determine an appropriate and useful solution. All details provided will be kept confidential.
2. The complaint will be investigated. GCIC will try to do so as soon as possible. It may be necessary to contact others in order to proceed with the investigation.
3. Discuss options: We will discuss options for resolution and if you have suggestions about how the matter might be resolved you should discuss these with your contact. The contact could also suggest other solutions or give examples of how the personal information can be revised or stored in a different way.

4. Refer to Managing Director: If your complaint is not resolved at the local level, it will be referred to the MD. The MD will be provided with the history and may discuss the complaint with the employees, or other parties that are involved.
5. Resolution: You will be informed of the outcome and the reasons for the decision. If this does not resolve the complaint, the matter will be referred to a mutually agreed intermediary.
6. If after the above steps have been followed you are still dissatisfied with the outcome you may refer the complaint to the federal Office of the Privacy Commissioner.

RECORDS

GCIC will keep a record of your complaint and the outcome.

ANONYMOUS COMPLAINTS

GCIC is unable to deal with anonymous complaints as we are unable to investigate properly and follow-up such complaints.

However, in the event that an anonymous complaint is received we will note the issues raised and try and resolve them appropriately