

## Privacy policy

To ensure that Termico Admin Services protects customers and employees private information

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### Customers

Termico Admin Services respects the privacy of information obtained from our customers and we adhere to Australia's privacy legislation when dealing with customer information (The National Privacy Act 2001). The information collected may include contact details. This information is strictly confidential and will only be used for the purpose for which it was collected and no other purpose without the client's written authority.

Where activities are outsourced by Termico Admin Services, these companies are contractually bound to the same privacy levels we commit to our customers. Customers may request access to or modify their information on Termico Admin Services's database.

### Employees

Termico Admin Services respects the privacy of your personal information and our commitment to you is demonstrated by utilising the same principles required by Australia's privacy legislation for dealing with customer information (The National Privacy Act 2001) in the way we deal with your private information. This information is strictly confidential and will only be used for the purpose for which it was collected and no other purpose without your written authority.

We will collect from you information including personal details, emergency contact details, and other information relating to your employment with us. We will also keep records of information obtained in the course of your employment, for example payroll records and appraisals.

This information is strictly confidential and is only available to those authorised to have access, such as your manager, other senior staff and those required to perform the administration activities. We undertake that the information we receive will be kept confidential and will not be passed on to another party without your express permission or unless we are required to by law.

Where activities are outsourced by Termico Admin Services these companies are contractually bound to the same privacy levels we commit to you.

You may request access at any time to the information we hold about you and you may check its accuracy and request modifications.

### Discipline under this policy:

The management team at **Termico Admin Services** has primary responsibility for interpreting

the privacy policy. This includes counselling employees whose conduct is inappropriate.

The employee's supervisor or manager will counsel any employee whose use is not in line with this policy. Repeated violations or first violations of a serious nature could result in disciplinary action up to and including termination.