



This is the Privacy Policy of the GBS Staff Pty Ltd (ABN: 82 144 049 329) trading as Complete Barrier Solutions.

Definitions used in this policy.

## **Personal information**

'Personal information' is information or an opinion about an identified individual, or an individual who is reasonably identifiable, (a) whether the information or opinion is true or not, and (b) whether the information or opinion is recorded in material form or not. Personal information can include business information where it identifies an individual. Employee records, although they contain personal information, are covered by certain exclusions under the *Privacy Act 1988* (Cth) and are treated differently to other personal information.

### [1. Your rights](#)

Complete barrier Solutions seeks to comply at all times with the provisions of the *Privacy Act 1988* (the Act) and other laws regulating the collection, storage, quality, use and disclosure of personal and sensitive information, ensuring that you are given certain rights in respect of this information.

Complete Barrier Solutions has adopted the Australian Privacy Principles (APP) published by the Office of the Australian Information Commissioner and operates in accordance with those principles.

### [2. Collection of personal information](#)

Complete Barrier Solutions chiefly obtains personal information including information such as contact details, contact names, billing information, from you as a purchaser or user of Complete Barrier Solutions products, services, website.

### [3. Purposes](#)

All such information will, or may, be collected, held, or used for any or all the following purposes:

- Provision of services such as Quotes



- Provision of Services or general advice to support your requests or orders
- Billing of Materials and services
- Insurance records and administration
- General administrative and marketing purposes of Complete Barrier Solutions
- Improvement of products, and services

#### 4. Correction of personal information

Complete Barrier Solutions endeavours to take all steps reasonable to confirm the accuracy and completeness of personal information which it holds, at the time this information is collected or used.

As a customer you may also advise Complete barrier Solutions directly of a change or correction to your personal information. Complete barrier Solutions will update its records to reflect the correct personal information.

#### 5. Your consent

In supplying personal information, you agree to any or all the above uses of your personal information that you supply to Complete Barrier Solutions

Subject to the Act, if Complete Barrier Solutions acquires any of your personal information in other ways, or if Complete Barrier Solutions uses your personal information for purposes other than those listed above (or purposes reasonably related to, or to be reasonably implied from, those), Complete Barrier Solutions will notify you and seek your consent. Whenever reasonably practicable, Complete Barrier Solutions will seek such consent in advance of, but in any case, as soon as practicable after, such event. At such times, Complete barrier Solutions will take reasonable steps to inform you of:

- The purpose/s for which the information is collected.
- Any law (where applicable) that requires us to collect that information.
- The main consequences if you refuse or fail to supply any item or items of information, or to authorise its collection or its use.



## 6. Records containing personal information

The Act allows individuals to access and (if appropriate) to correct or to update the records held containing personal information relating to themselves.

Subject to the provisions of the Act, on request Complete Barrier Solutions will arrange access for you to inspect your personal information held by Master Builders. If, following such inspection, you wish to update or correct any item or items of your personal information, arrangements will be made for you to apply for such update or correction.

## 7. Disclosure

Complete barrier Solutions may use your personal information to improve its products or services and offer you our suppliers' products and services which may be relevant to your needs. We may disclose personal information about you to third party contractors, but if we do so we take steps to ensure that your privacy is respected.

Complete Barrier Solutions will not disclose your personal information to any other third parties unless you consent or have already consented to such disclosure or where such disclosure is permitted, or required, under the Act or other legislation.

## 8. Information storage and security

Personal information is stored electronically and/or in hard copy either at Complete Barrier Solutions

## 9. Risks of using the Internet

Transmitting information via the Internet carries a security risk, which Complete barrier Solutions cannot and will not attempt to control. Before using the Internet for communication, please assess the attendant risks, and proceed only if you are prepared to accept those risks.

## 10. Opting out

### **Direct Marketing**



If you do not wish to receive direct marketing communications from Complete Barrier Solutions which may include information about services and products you can opt out at any time by writing to The Privacy Officer, Complete Barrier Solutions P O Box 1393 Bundaberg Queensland 4670 or emailing your request.

### **Disclosure to third Parties**

*Complete Barrier Solutions may use your personal information to improve its products and services and offer you our suppliers' products and services which may be relevant to your needs. If you do not wish to allow Complete Barrier Solutions to supply your personal information to third party suppliers of Complete Barrier Solutions, you can opt out at any time by writing to The Privacy Officer Complete Barrier Solutions P O Box 1393 Bundaberg Queensland 4670 or emailing your request.*

### **11. Accountability, feedback, and complaints**

We welcome any feedback you may care to provide concerning our privacy policies or practices. If you wish to provide any feedback, are unhappy with the way in which Complete barrier Solutions manages your personal information or wish to report a breach we encourage you to contact our Privacy Officer by telephone on (07) 41523211, post to The Privacy Officer, P O Box 1393 Bundaberg Queensland 4670 or email.

Complete Barrier Solutions is committed to dealing with complaints and grievances in a timely and effective manner. Our complaints process is fair and transparent, enabling issues to be addressed effectively and efficiently.

All complaints and grievances, including actions taken and their outcomes, are recorded in the complaints register and reported to Executive as required. Each complaint instigates a review of the current process and, where necessary, changes to procedures are made.

You can obtain more information about your rights and about remedies of any breaches from the **Office of the Australian Information Commissioner** on 1300 363 992 or by visiting the **Australian Government website**.

## 12. Cookie policy

Complete Barrier Solutions collects and uses data related to your online activity using cookies and other related technologies to provide you with a better online experience.

While using our services, we may also collect and hold other information by using cookies and other technologies. Cookies allow tracking and storage of information about your use of the internet and our services, either directly or through third parties, such as Google Analytics.

We use cookies to:

1. Store your username and password so you are recognised when you return to our site.
2. Provide us with information on how our site is being used to improve your browsing and experience.
3. Develop our product and services.
4. Tailor our marketing and advertising to our users interests

What are cookies?

Cookies are small data files that are placed on your computer or mobile device when you visit a website. Cookies are widely used by website owners to make their websites work, or to work more efficiently, as well as to provide reporting information.

Controlling use of cookies

You can choose not to provide us with information by updating your web browser settings to control how cookies are used on your computer or device (this may limit some experiences on our site and if you delete all cookies, you will need to re-enter passwords and some preferences).