

# PRIVACY POLICY

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## 1. Privacy Act

Aster Services (the company) is legally required to comply with the Commonwealth Privacy Act 1988 and Commonwealth Privacy Amendment (Private Sector) Act 2000 (as amended). This policy provides an overview of the handling of personal information provided to the company by individuals. Personal information is any information or opinion about a person that is capable of identifying that person.

In some circumstances, other policies may override this Privacy Policy, however, this policy is intended to cover most personal information controlled by the company, but is not exhaustive, and any person whose personal information or record which is held by the company may contact the management for more information with regards to its use and release.

## 2. The Collection & Storage of Personal Information

The company collects personal information from its customers, suppliers and staff. Information which is required is sought directly from the person to whom it relates, however sometimes it may be necessary to collect the information in whole or part from a third party or other entity. The company will only do this if the individual has consented or would reasonably expect us to collect the information in this way, for example, from publicly available sources such as websites, telephone directories, credit reference agencies and public registers. Wherever it is lawful and practicable, individuals have the option of not identifying themselves when entering into a transaction with the company. Information supplied by customers, suppliers and staff is stored within the computer database system, which is password protected, and in the locked storage area of the Administration Department which is specifically designed for that purpose.

## 3. The Use of Personal Information

Personal information is used for the purposes for which it is provided to us and for related, internal management purposes including facilitating: contact with customers; contact with suppliers and staff; compliance with commercial agreements with customers and suppliers; notification to finance and / or insurance suppliers and Government Authorities.

## 4. Access to Personal Information

Any person whose personal information is held by the company may request in writing, access to that information, yet the company may deny permission for such access if it is entitled to do so. If access is permitted, a fee may be levied though no fee will be charged for lodging a request for access.

The company updates information held about individuals if it is inaccurate or incomplete.

## 5. Types of Personal Information Held

Names; addresses; telephone and fax numbers; e-mail addresses; copies of driver's licences; security licence; Australian Business Numbers; credit card and bank details; employment and income details; criminal record information and any other information that helps to identify a person that is required for the lawful provision of services or goods by the Company or to the Company and the employment of staff.

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MS	01-06-23	6	Refer to the <b>Audit Schedule and Checklist</b> for all MS documents last review date, next review date and document change

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

Personal information supplied by customers may be disclosed to legal and financial advisors of the Company and to related entities for the purpose of the efficient management of the Company and to assist in the provision of services. However, this will only be done when written request is received, and the release of the information does not compromise the National Privacy Principles which include the right of the individual. Certain information also may need to be disclosed to major customers of the company where the individuals will have access to the customer's sites and that information may be required for security reasons.

### 7. Online Privacy

The company may retain records of any e-mails received through the internal or external servers. E-mails may also be monitored by our internet host for maintenance and fault detection purposes, and for legal compliance purposes.

This Privacy Policy is available to any individual through the company website:

[www.asterservices.com.au](http://www.asterservices.com.au)

### 8. Policy Changes

This privacy policy may occasionally be amended, and such changes will be posted on the web site within a reasonable time frame from the date of amendment.

### 9. Complaints

Any individual who may have a concern about a possible breach of his or her privacy may bring it to the attention of the appropriate department manager who will then refer the matter to the company Privacy Officer for investigation.

### 10. Further Information

Any person whose personal information is held by the company may request further information by contacting the Privacy Officer of Aster Services Pty Ltd., Head Office, being 117 Bellevue Road, Bellevue Hill NSW 2023.

This policy is approved and issued by the Director of Aster Services.



**Michael Walshe**  
**Director**  
**01 June 2023**

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