

Privacy Policy

THE FIDDES GROUP

Version 2

Date Authorised 03.09.2020



Policy Statement

THE FIDDES GROUP will treat all personal information collected in accordance with the Australian Privacy Principles in the Privacy Act 1988 (Privacy Act). This Policy identifies how THE FIDDES GROUP will handle all personal information collected. It does not apply to any personal information collected that is exempted under the Privacy Policy, such as employee and contractor records. THE FIDDES GROUP may modify this Policy to reflect the needs and practices of the Organisation.

Scope

This policy applies to all employees, contractors, suppliers, customers, visitors and/or volunteers of THE FIDDES GROUP.

What Personal Information Is Collected?

THE FIDDES GROUP collects personal information including, but not limited to; names, email addresses, phone numbers and postal addresses. THE FIDDES GROUP may also collect other information such as an individuals employer details and position title at said employer or any other pertinent details to enable the Organisation to provide products and services to employees, contractors, suppliers, customers, visitors and/or volunteers.

Where the Organisation does collect, use and disclose sensitive information about an individual, it will only do so where it is reasonably necessary to for business purposes and it has either:

- We have obtained your consent; or
- It is permitted by law

How Is The Personal Information Collected?

THE FIDDES GROUP collects personal information directly from individuals (E.G., when dealing with someone face to face, on the phone, if an individual sends the Organisation correspondence, purchases products or services, subscribes electronically to a publication, or if an individual visits the Organisations stand at an exhibition or conference). At times it may be necessary for THE FIDDES GROUP to collect personal information from an independent third party, such as the an outsourced registration process on social media.

THE FIDDES GROUP is hosted on the Wix.com platform. Wix.com provides THE FIDDES GROUP with the online platform that allows the Organisation to sell products and services. Data may be stored through Wix.com's data storage, databases and the general Wix.com applications. Wix.com store data on secure servers behind a firewall.

If an individual provides THE FIDDES GROUP with another person's personal information, they should only do so if they have that person's authority or consent to provide the Organisation with their personal information.

How Is The Personal Information Used?

THE FIDDES GROUP collects personal information for a variety of reasons including:

- To respond to requests for products or services
- To maintain contact with parties interested in THE FIDDES GROUP
- For administrative purposes
- For the engagement of service providers, contractors or suppliers relating to the operation of the organisation, or
- For other organisational related purposes.

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THE FIDDES GROUP may also use the personal information provided to send out communications or business updates. Anyone who purchases products or services, or registers an interest in products and services, from THE FIDDES GROUP will have their contract details added to the Organisations communication list.

Anyone not wanting to receive such communications can “unsubscribe” and will be removed from the communications list.

Disclosure Of Personal Information

THE FIDDES GROUP will not disclose an individual’s personal information to third parties unless:

- It is permitted by law, or
- The individual provides consent to do so.

When THE FIDDES GROUP does disclose personal information to third parties, it is done in accordance with the purpose for which the personal information was collected, or a related or ancillary purpose. THE FIDDES GROUP may disclose an individual’s personal information to:

- Service providers,
- If an individual is an employee, contractor, supplier, visitor and/or volunteer provides good and services to a client, THE FIDDES GROUP may disclose an individual’s personal information as part of providing services to that client.

THE FIDDES GROUP does not disclose personal information to third parties for marketing purposes. However, THE FIDDES GROUP may share de-identified or aggregated information to third parties for research purposes, business tenders or promotional purposes.

Personal Information Security And Retention

THE FIDDES GROUP takes all reasonably practicable steps to protect personal information held from misuse or loss, as well as reasonably practicable steps to protect personal information from unauthorised access, modification and disclosure. The security measures taken may include physical security measures, and technology security measures (including restriction of access, firewalls, the use of encryption, passwords and digital certificates). The personal information individuals provide to THE FIDDES GROUP will be retained only for as long as necessary to fulfil the purpose for which the information was collected, as required by law or in accordance with THE FIDDES GROUP documentation retention practices.

Online Privacy (Cookies)

Cookies (i.e.: small text files placed on an individuals computer when they first visit a website) are commonly used on websites. Many individuals recognise when a Cookie is offered upon accessing a website and provides individuals the option to refuse or accept the use of Cookies.

Cookies are primarily used to enhance the online experience. If an individual visits THE FIDDES GROUP website to read blogs or purchase products or services we will collect that information for statistical purposes. Individuals are not required to provide personal information about themselves when they visit THE FIDDES GROUP website. However, if an individual applies to receive information about THE FIDDES GROUP products, services, events, and communication updates, THE FIDDES GROUP will require the individual to provide some personal information so the Organisation can meet the request.

Links To Third Parties

THE FIDDES GROUP’s website may contain links to third party websites. Third party websites are not subject to this privacy policy and procedure. It is each individual’s responsibility to review third party

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websites directly to view a copy of their privacy policies. THE FIDDES GROUP does not endorse, approve or recommend the good, products or services on any third party websites.

Access To Personal Information Held

An individual may request access to the personal information the Organisation holds about them by writing to THE FIDDES GROUP. The Organisation will respond to the request within a reasonable time frame. If the Organisation determines that it is not lawful or not required by law to provide the individual with access to the personal information held by the Organisation, it will provide the individual with a written response outlining the reasons for refusing the request.

If an individual would like to make a complaint about THE FIDDES GROUP's handling of their personal information, please contact THE FIDDES GROUP <email address> and the Organisation will get respond within a reasonable time period.

Personal Information Accuracy

Where individuals think the personal information THE FIDDES GROUP has collected is inaccurate, incomplete or not up to date, please contact THE FIDDES GROUP and the Organisation will take reasonable steps to correct it in accordance with the requirements of the Privacy Act. If an individual wishes to have their personal information deleted please contact the Organisation and it will delete that information wherever practicable.

Online Store

All direct payment gateways offered by Wix.com and used by THE FIDDES GROUP adhere to the standards set by PCI-DSS as managed by the PCI Security Standards Council, which is a joint effort of brands like Visa, MasterCard, American Express and Discover. PCI-DSS requirements help ensure the secure handling of credit card information by THE FIDDES GROUP'S store and its service providers.

Related Legislation & Policies

- Fair Work Act 2010
- Australian Privacy Principles in the Privacy Act 1988
- Code of Conduct

Appendix 1 – Online Store Privacy Statement

The Fiddes Group is dedicated to keeping your details private. Any information that we collect in relation to you is kept strictly secured. We only use this information to identify your orders, provide you with our newsletters (if you have subscribed) and personalise your shopping experience with us. That is all. We do not pass on/sell/swap any of your personal details with anyone.

The Fiddes Group uses cookies to allow you to login to your account and purchase items in your shopping bag. Note: by cookies we mean tech/website related cookies – not the double choc chip related baked cookies (we wish!). We also use these cookies to help enhance The Fiddes Group experience - they allow us to keep track of the way that our customers use our site. We don't treat the data collected as personal information or use it in association with other personal information. Being able to find out things about our customers web browsers, the pages they visit in addition to ours helps us to evaluate trends and keep improving The Fiddes Group web experience.

We are always very happy to answer any questions you may have regarding privacy, via email at nyree@thefiddesgroup.com.au. Thanks for reading!