



## Röhlig Australia Pty Ltd Privacy Policy

### Our Commitment to your privacy

Your privacy is important to us. In this Privacy Policy we will explain how Röhlig Australia Pty Ltd meets the requirements of the Australian Privacy Principles.

#### 1. The information we collect

Röhlig Australia Pty Ltd will only collect personal information that is necessary for us to provide you with the services you have requested or if you have sought employment with our Organisation or any of our affiliates.

- A. The personal information we collect may include (but is not limited to)
  - I. names,
  - II. addresses,
  - III. contact details and/or email address,
- B. For employment applications we may also collect information about
  - I. residency status,
  - II. qualifications,
  - III. your bank account details,
  - IV. your previous employment history and
  - V. proof of identity details .

If you choose not to provide us with the personal information that we require then we may not be able to provide the appropriate type or level of service to you or we may not be able to consider your employment application with us.

Röhlig Australia Pty Ltd will not adopt, use or disclose any identifiers that have been assigned by another agency such as Commonwealth government agency identifiers unless the use or disclosure is necessary for the organisation to fulfil its obligations to the agency.

#### 2. How we collect information

Röhlig Australia Pty Ltd will only collect personal information by fair and lawful means. We will not collect "sensitive information" unless

- You consent to the collection of that information verbally or by completing a document.
- The information is reasonably necessary for us to collect to meet our legislative requirements.

We may collect personal information in a number of ways, including directly from you (by telephone, email or facsimile, surveys), through documents which we ask you to complete and through our various web services and web sites where you have asked for a personal log in.

Use of our [www.rohlig.com](http://www.rohlig.com) website will be governed by the Web policy as follows  
<http://www.rohlig.com/data-privacy.html>



## **Röhlig Australia Pty Ltd Privacy Policy**

### **3. How does Röhlig Australia Pty Ltd use personal information?**

Röhlig Australia Pty Ltd will use personal information for any purpose for which you have given your consent and in ways that you could reasonably expect including, but not limited to

- I. enable us to meet our requirements to Legislative or enforcement bodies
- II. undertaking marketing or customer satisfaction research in relation to our services.
- III. when handling complaints and disputes
- IV. or assessing and processing employment applications.

Whenever we contact you for marketing purposes we will give you the opportunity to “opt out” or “unsubscribe” from future marketing communications. You may also contact our Privacy Manager at any time to opt-in or opt-out of our marketing programmes.

### **4. Storing personal information**

Röhlig Australia Pty Ltd will take reasonable steps to protect the personal information it holds from misuse and loss and from unauthorised access, modification or disclosure.

### **5. Disclosure of your information**

Röhlig Australia Pty Ltd will not use or disclose personal information about an individual for a purpose other than the primary purpose for which it was collected or if we are legally required to do so to any government or enforcement bodies.

### **6. Accessing your personal information**

Röhlig Australia Pty Ltd aims to ensure that the personal information we collect and store is relevant and accurate, up-to date and complete. If you believe that the personal information we currently have is incorrect or incomplete, you may contact us and request access to the personal information we hold and also to correct any errors.

We will respond within 21 days of receiving the request. We may ask you for proof of identity and/or evidence that you are authorised to access the personal information.

### **7. Making a complaint**

If you have reason to believe that we have in some way compromised your privacy in our handling of your personal information, you may contact our Complaints Manager by email to [info.au@rohlig.com](mailto:info.au@rohlig.com)

We will try to resolve your complaint in accordance with our Complaints Resolution process. However, if you are unhappy with the resolution of your complaint – or in the way in which we handled the complaint – you may be able to refer the matter to an external dispute resolution scheme or the Financial Ombudsman Service ([www.fos.org.au](http://www.fos.org.au)) or the Office of the Australian Information Commissioner ([www.oaic.gov.au](http://www.oaic.gov.au))



## **Röhlig Australia Pty Ltd Privacy Policy**

### **8. Changes to this Privacy Policy**

We may make changes to this Privacy Policy from time to time and will publish any revised versions on our website [www.rohlig.com](http://www.rohlig.com)

### **9. Contacting our Privacy Manager**

If you have any comments or queries about this Privacy Policy or if you wish to access your personal information, please contact us by email [info.au@rohlig.com](mailto:info.au@rohlig.com)