

Privacy Policy

Workforce Administration (Aust) Pty Ltd (the **Health & Safety Handbook**) takes individual privacy very seriously. We are also aware of the threats to your security and privacy.

Please take a few moments to review the Health & Safety Handbook's practices in the collection, use, disclosure and handling of personal information as you use our website and services.

References to 'we', 'our' and 'us' in this Privacy Policy refer to the Health & Safety Handbook and its related companies.

1. How and what personal information is collected?

We collect your personal information under the following circumstances:

- a) **When you sign up for a subscription with us:** your name, email address and billing information. When you place an order, we will provide a secure (SSL, encrypted) connection and require you to submit only the information needed to complete and fulfill your order. If you inquire about one of your subscriptions, we may ask you to submit some additional information only to verify your identity. Remember, in this case we only ask you to confirm information you have already given us.
- b) **When you submit a general enquiry with us:** your name, email address and any personal information contained in your enquiry.
- c) **When you sign up for our newsletter:** your name and email address. When we send you marketing emails we may also include tracking that identifies what material you watch or read. This tracking makes you personally identifiable since we use your email address..

Only our authorised employees will have access to this information.

2. Cookies

Cookies are small files placed on your computer by a web page when you visit it. They can be used to store all sorts of useful information to make your next visit easier and more convenient, but some people are uncomfortable not knowing what information is in a cookie.

The Health & Safety Handbook website uses cookies to compile statistics on the use of the various pages on our site and provide a unique user experience by tailoring advertisements you see. From time to time, we may use data collected from cookies to customise products and services we may offer you. When we send you emails, we include a web beacon to allow us to determine the number of people who open our emails. When you click on a link in an email, we may record this individual response to allow us to customise our offerings to you. Web Beacons collect only limited information, such as a cookie identifier, time and date of a page being viewed, and a description of the page on which the Web Beacon resides (the URL).

Web Beacons can be refused when delivered via email. If you do not wish to receive Web Beacons via email, you will need to disable HTML images or refuse HTML (select Text only) emails via your email software.

3. How we use your personal information

Depending on the reason for collection, your personal information may be used to:

- Verify your identity when we are speaking with you;
- Assist you to subscribe to our services and products;
- Administer and manage our services, including charging and billing;
- Research and develop our services;
- Promote and market services and products to you. Where we do so, we will always provide you with an opportunity to let us know if you do not wish to receive marketing and promotions from us.

If some or all of the personal information we require is not collected, we may be unable to efficiently provide you with the services you require.

4. Who can access my personal information?

Only authorised employees of the Health & Safety Handbook have access to any information you provide. We may turn over any pertinent information to any legal or regulatory authority that has a demonstrable right and takes the proper steps to access it. We may also, if necessary, provide your personal information to our lawyers, accountants, auditors and other third parties (such as but not limited to IT providers) who provide services to us or act on our behalf, for the purposes of giving effect to the services you request from us, to improve support and provide a better, more relevant experience for you, or as necessary to conduct our business.

Where your personal information is disclosed, it is provided through secure, encrypted e-mails to reputable third parties and we will ensure that the information is to be held, used or disclosed consistently with the Australian Privacy Principles.

5. Consent to use and disclosure of your personal information

By subscribing to a service we offer, you consent to being sent news and offers related to your subscription or that may suit your interests by the Health & Safety Handbook, related companies and carefully selected partner organisations. On occasions, the Health & Safety Handbook may provide your email address to third parties for direct marketing purposes. If at any time you do not wish your mailing address to be used for direct marketing or receive news and offers from carefully selected organisations please contact us directly by email, post or phone. If you no longer wish to receive any of our services you may cancel your subscription at any time.

We may occasionally send you marketing emails. Our email marketing is permission-based. If you received an email from us, it is because you are a subscriber or have otherwise consented to the collection, use and disclosure of your personal information in accordance with this Privacy Policy. You may unsubscribe from an Health & Safety Handbook e-letter service at any time by post, by phone, or by clicking the unsubscribe link at the bottom of each email. We do not rent or sell email addresses to companies outside the Health & Safety Handbook Group.

The Health & Safety Handbook engages a number of personnel and service providers (such as IT providers) that may be based overseas. By providing your personal information under the circumstances listed in paragraph 1 above, **you consent to the disclosure of your personal information to personnel and service providers of the Health & Safety Handbook based overseas**, including in the US, EU, UK and the Philippines. In providing this consent, you

acknowledge that overseas jurisdictions do not have the same privacy laws as those of Australia, and accordingly may not be as stringent.

6. Personal information and data security

The Health & Safety Handbook takes steps to ensure all data collected is protected and secured against unauthorised access, alteration or deletion. Any data you submit to us through an online order form is transferred to us via a Secure Sockets Layer – an encryption protocol – and is kept in databases that cannot be accessed from outside our firewall. Our firewall is a mechanism that prevents access to our servers by anyone outside of the company.

The Health & Safety Handbook website and e-mails may contain links to third party websites. Should you choose to click these links please be aware that our Privacy Policy does not govern your activities on those websites. Please read and understand the privacy policy of the third party website before continuing further.

7. Updates to our Privacy Policy

The Health & Safety Handbook will review and update this Privacy Policy as needed. Please check back regularly for any updates.

8. Access to, and correction of, personal information

You have the right to contact us and ask what personal information we may hold about you. Before you can obtain access to any personal information held by the Health & Safety Handbook about you, your identity will first need to be verified. A fee may apply for such access.

We endeavour to keep all personal information about you up-to-date. If any personal information held by us is incorrect, please contact us.

9. Privacy concerns or complaints

If you have concerns or wish to make a complaint regarding the handling of your personal information by us, please contact us (see below: 'How to [contact us](#)'). We will promptly investigate your complaint and notify you of the outcome. If you are still not satisfied with the outcome of your complaint, you may in some cases refer your complaint to the Office of the Australian Information Commissioner (tel. 1300 363 992, web www.oaic.gov.au).

How to contact us

If you have any questions regarding our Privacy Policy you can reach us here:

Workforce Administration (Aust) Pty Ltd

PO Box 4150

Knox City Centre VIC 3152

Australia

Phone: 1300 782 911 between the hours of 9am-5pm AEST Monday to Friday

Email: cs@portnerpress.com.au

Our registered address is:

Workforce Administration (Aust) Pty Ltd

Waterman Business Centre

Level 2, UL40/1341 Dandenong Road

Chadstone, 3148

Australia