
Privacy Statement

Risk Group Services Pty Ltd (ACN 130 702 448) of PO Box 1337, South Melbourne, Victoria, 3205 (**Risk Group Services, our or we**) is committed to ensuring we comply with our obligations under federal and state Australian privacy laws. This page summarises our privacy policy and practices.

What Information Do We Collect?

The type of information we collect depends on the type of service requested from us. For instance, when we are asked to perform a National Criminal History Records Check, the type of information we collect includes all fields described in our standard Consent Form for a National Criminal History Records Check, which must be completed in order to enable us to perform the National Criminal History Records Check. This includes the following details in relation to an applicant, being a person in respect of whom the check is being carried out:

- Full name, previous names or alias
- Date and place of birth
- Residential addresses and contact information
- Employment history
- Criminal history information
- Entitlement to work in Australia
- Details of identity documentation
- Billing information.

If we are not provided with the personal information we require, it may prevent us from providing the Services.

We also automatically gather and store the following information in order to track the use of our website:

- The IP address from which the website is accessed
- The name of the domain from which our visitors access the Internet
- The type of browser and operating system used to access the website
- The date and time of each visit to www.policecheck.com.au
- The pages, files, documents and links accessed during each visit
- The Internet address of the website from which a visitor linked to www.policecheck.com.au (i.e. the previous site the visitor visited, which directed the visitor to us)

We do not make any attempt to identify individual website users or their particular browsing activities from the automatically collected information. We do not use cookies on our website.

We collect personal information in respect of an applicant either from the applicant directly, or from third parties with the applicant's consent. However, to perform National Criminal History Record Checks, we also collect personal information about applicants from Commonwealth of Australia acting through the CrimTrac Agency, an Executive Agency established under section 65 of the Public Service Act 1999 (Cth) (ABN 17 193 904 699) (**CrimTrac**), the Police Service of each State or Territory of Australia and the Australian Federal Police.

How We Use Personal Information?

We only use personal information for the purpose for which it is collected by us and for related purposes that could be reasonably expected, such as informing you of new or altered services provided by us from time to time. We will not use personal information for any other purpose without consent.

We store, use and analyse the non-identifiable information we automatically collect in the aggregate only and only to provide us with information about the general use of our site with a view to improving any process that forms part of the Service we offer via our Website.

Disclosure of Personal Information to Third Parties

We may disclose personal information to third parties, for example, to our contractors to whom we contract out certain services and our related bodies corporate, for the purpose for which the information was collected or for related purposes that could be reasonably expected.

We engage third party contractors (such as CrimTrac) to perform services for us which involves the contractor handling personal information we hold. For example, we engage third party contractors to provide certain criminal history record checking services.

Other than the above, we will not disclose a person's personal information without their consent unless the disclosure is required or authorized by law, will prevent or lessen a serious and imminent threat to someone's life or health, or is reasonably necessary for law enforcement, to investigate a suspected unlawful activity or for the protection of public revenue.

Access and Correction

A person can request access to the personal information we hold about them, or ask us to correct personal information we hold about them.

We will, on written request, provide a person with access to their personal information, unless there is an exception which applies under relevant privacy laws. If we refuse to provide access to the information, we will provide reasons for the refusal and inform the person of any exceptions relied upon.

If the personal information we hold about a person is inaccurate, incomplete or out-of-date and the person asks us in writing to correct this information, we will take reasonable steps to either correct this information, or if necessary discuss alternative action with the person.

Storage

We take reasonable precautions to protect and safeguard personal information from misuse, loss or unauthorised access by using physical, electronic and procedural safeguards.

Requests, Complaints or Questions

If you wish to gain access to your personal information, have a complaint about a breach of your privacy or you have any questions on how your personal information is collected or used, please forward your request, complaint or question to the address below:

Privacy Officer
Risk Group Services Pty Ltd
PO Box 1337
South Melbourne
Victoria Australia 3205

We will respond to your request, complaint or question as soon as possible.

Changes to this Privacy Statement

We may amend this Privacy Statement as our business requirements or the law changes. Any changes to this Privacy Statement will be updated on our website (www.policecheck.com.au).