PRIVACY POLICY

1.0. PURPOSE

The Glad Group of companies are committed to providing quality services to you and this Policy outlines our ongoing obligations to you in respect of how we manage your Personal Information.

2.0. SCOPE

The policy applies to all entities in the Glad Group of companies, consisting of:

- Glad Group Pty Ltd | ABN 62 092 928 115
- Glad Cleaning Service Pty Ltd | ABN 43 054 617 891
- Glad Security Pty Ltd trading as Glad Group Services | ABN 122 097 590
- Glad Maintenance Pty Ltd | ABN 85 127 522 481
- Auxus Pty Ltd | 12 655 147 292
- Stratium Global Pty Ltd trading as Unifyd Tech | 55 627 094 366
- Glad Group NZ Limited | NZBN 9429 047 106 437

3.0. POLICY STATEMENT

We have adopted the Australian Privacy Principles (APPs) contained in the Privacy Act 1988 (Cth) (the Privacy Act). The APPs govern how we collect, use, disclose, store, secure, and dispose of your Personal Information.

3.1. What is Personal Information and why do we collect it?

Personal Information is information that identifies an individual. Examples of Personal Information we collect include names, addresses, email addresses, phone numbers, ID documentation, dates of birth, and employment details.

This Personal Information is obtained in many ways, including via online channels such as our websites, correspondence by telephone, email, employment applications, from publicly available sources, and third parties, including suppliers and industry bodies.

We do not guarantee website links or the policy of third parties.

We collect your Personal Information for the primary purpose of either administration or service support. Personal information collected may be shared with third parties including but not limited to suppliers, customers, and marketing agencies in support of this primary purpose. We may also use your Personal Information for secondary purposes, in circumstances where you would reasonably expect such use or disclosure, for insurance, regulatory or audit purposes.

You may unsubscribe from any mailing/marketing lists by emailing us.

When we collect Personal Information, we will, where appropriate and possible, explain to you why we are collecting it and how we plan to use it.

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3.2. Sensitive Information

Sensitive information is defined to include information about such things as an individual's racial or ethnic origin, sexual orientation, political opinions, membership of a political association, religious beliefs, membership of a trade union or other professional body, criminal record, or health information, including Covid vaccination status.

Where Sensitive information is collected, it will be used by us only:

- For the primary purpose for which it was obtained,
- For a secondary purpose that is directly related to the primary purpose,
- With your consent; or where required or authorised by law or for insurance purposes.

3.3. Third Parties

Where reasonable and practicable, we will collect your Personal or Sensitive Information only from you. However, in some circumstances, we may be provided with information by third parties, such as labour hire partners and recruiters. In such a case, we will take reasonable steps to ensure that you are made aware of the information provided to us by the third party.

3.4. Disclosure of Personal Information

Your Personal Information may be disclosed in several circumstances including, but not limited to, the following:

- To third parties about administration or service support
- Where required by a customer to provide services to them; and
- Where required or authorised by law.

3.5. Disclosure of Sensitive Information

Your sensitive Information will not be disclosed to any third party without your consent.

3.6. Security of Personal and Sensitive Information

Your Personal and Sensitive Information is stored in a manner that reasonably protects it from misuse, loss, and unauthorised access, modification, or disclosure.

When your Personal or Sensitive Information is no longer required for the purpose, it was collected, we will take reasonable steps to destroy or permanently de-identify it. However, most Personal or Sensitive Information will be retained for at least five years. For employee related records, we retain the Personal or Sensitive information for seven years.

3.7. Access to Your Personal or Sensitive Information

You have the right to review any Personal or Sensitive information we hold about you and to update and/or correct it, subject to exceptions.

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Glad Group will not charge any fee for your request to review/amend personal information.

To protect your Personal or Sensitive Information, we may require your identification before releasing the requested information.

3.8. Maintaining the Quality of Your Personal and Sensitive Information

Your Personal or Sensitive Information must be up to date. We will take reasonable steps to make sure that your Personal or Sensitive Information is accurate, complete, and up to date. If you find that the information we have is not up to date or is inaccurate, please advise us as soon as practicable so we can update our records and ensure we can continue to provide quality services to you.

3.9. Policy Updates

This Policy is subject to change and is available on our website.

4.0. DEFINITIONS

- Personal Information: information that identifies an individual
- Sensitive Information: information about such things as an individual's racial or ethnic origin, sexual orientation, political opinions, membership of a political association, religious beliefs, membership of a trade union or other professional body, criminal record, or health information, including Covid vaccination status

5.0. LOG OF CHANGE

DATE	AMENDMENTS	AUTHORISED BY	REVISION
26/11/2014	Initial policy	Nick Iloski	1.0
25/5/2022	Policy review – interim	Chris Atherton	2.0
03/06/2022	Update of Privacy Policy for latest requirements	Chris Errington -	2.1
05/08/2024	Update of CEO details	Belinda Bogoevska	2.2
26/09/2024	Update of employment records maintained.	Belinda Bogoevska	

6.0. RELATED POLICIES AND PROCEDURES

Nil

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7.0. CONTACT FOR COMPLAINTS AND ENQUIRIES

If you have any queries or complaints about our Privacy Policy, please get in touch with the National Risk & Compliance Manager at:

Glad Group Pty Ltd

By email: privacy@gladgroup.com.au

By phone: 1300 283 233



Authorised by:

Steven Iloski

Chief Executive Officer

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