

# Privacy Policy

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Primed Employment Programs Pty Ltd

Effective Date: 29/09/2025

## 1. Introduction

We respect and are committed to protecting your privacy. This Privacy Policy explains how Primed Employment Programs Pty Ltd (“we,” “us,” “our”) collects, uses, discloses, retains, and secures personal and health information (where applicable), in compliance with the Privacy and Personal Information Protection Act 1998 (NSW) (PPIP Act), the Health Records and Information Privacy Act 2002 (NSW) (HRIP Act), and other relevant privacy laws.

## 2. Definitions

Personal information means information or an opinion about an individual whose identity is apparent or can reasonably be ascertained.

Health information is a subset of personal information concerning an individual’s physical or mental health, disability, or health service provision.

Sensitive information includes information such as racial or ethnic origin, religious beliefs, sexual orientation, etc.

You / your refers to individuals whose personal or health information we collect or hold.

## 3. What information we collect

- Identifiers: name, date of birth, address, email, phone number
- Demographic information: gender, age, language, etc.
- Usage information: how you use our services, interactions, IP address, device info
- Transaction and billing information: payment details, purchase history
- Health information (only if relevant to a service we provide)
- Any other information you voluntarily provide

## 4. How we collect information

We collect information directly from you (e.g. when filling forms, providing services), automatically (e.g. website analytics, cookies), from third parties (e.g. service providers, partners), and from publicly available sources. We only collect information that is necessary for our functions and business operations.

## 5. Use of your information

We may use your information for:

- Providing, managing, and improving our services
- Communication (notifications, updates, marketing, where permitted)
- Internal record-keeping and audits
- Complying with legal obligations
- Analytics, research, and planning
- Fraud detection, security, anti-misuse

We will ask for your consent if we intend to use your information for purposes beyond those reasonably expected at collection.

## 6. Disclosure of your information

We may share your information with our service providers, contractors, and partners, government or regulatory bodies where required by law, other parties if you consent, or in connection with a merger or sale (with protections). Third parties are required to comply with privacy standards.

## 7. Overseas transfers / cross-border disclosures

If we transfer your personal or health information outside Australia, we ensure appropriate safeguards and inform you at the time of collection or via an update to this Policy.

## 8. Storage, security and retention

We take reasonable steps to protect your information from misuse, loss, unauthorised access, alteration or disclosure. Access is limited to staff and third parties who need it. We retain information only as long as necessary and securely destroy or de-identify it when no longer required.

## 9. Access and correction

You have the right to request access to or correction of your personal or health information. We may require proof of identity and may charge a reasonable fee where permitted by law. We aim to respond within statutory timeframes.

## 10. Complaints and breach handling

If you believe your privacy has been breached, you may lodge a complaint with us. We will investigate, respond, and take remedial action if needed. If unresolved, you may contact the Information and Privacy Commission NSW (IPC). We may notify affected individuals and authorities in case of a notifiable data breach.

## **11. Cookies and tracking technologies**

We may use cookies and similar technologies to collect usage data, enhance experience, and analyse trends. You can control cookies via your browser settings or opt-out wherever feasible.

## **12. Changes to this policy**

We may update this Policy from time to time. We will publish the revised version on our website and indicate the effective date. Major changes affecting your rights will be notified to you.

## **13. Contact us**

Privacy Officer / Joel McNamara  
Primed Employment Programs Pty Ltd  
Email: [joel@primedemploymentprograms.com.au](mailto:joel@primedemploymentprograms.com.au)