

Privacy Policy

Introduction

Lighthouse Data Collection will respect and upholds your rights under the Australian Privacy Principles contained in the Privacy Act 1988 (Cth) ("Privacy Act"). Lighthouse Data Collection adheres to the Privacy (Market and Social Research) Code 2014 ("Code").

This Privacy Policy for Lighthouse Data Collection lets you know what personal information of yours we hold, what we do with it, who we will disclose it to and how you can access the personal information we hold about you.

What personal information about you does Lighthouse Data Collection collect and hold?

Depending on the research we conduct, Lighthouse Data Collection may collect personal information (as defined by the Australian Privacy Principles) which could include identifiable information such as your name, date of birth, occupation, income, opinions and feedback in relation to topics associated with the research purpose. When providing personal information you have the option of remaining anonymous or using a pseudonym to identify yourself. However, in certain circumstances, such as where we receive your contact details from a third party or where the research data may potentially allow for identification, this may not be practicable.

Depending on the research we conduct, we may also collect sensitive information from you. Sensitive information will only be collected with your prior consent and only if it is directly related to the research, or is reasonably necessary for the research we conduct.

How does Lighthouse Data Collection collect and hold your personal information?

Lighthouse Data Collection will generally collect your personal information directly from you when you participate in our research and/or surveys. However, sometimes we may also collect personal information about you from third parties, such as organisations that provide lists of potential candidates for the research. If so, we will inform you as soon as practicable of this collection and the circumstances of this collection.

What are the purposes for which Lighthouse Data Collection uses, handles and discloses your personal information?

We will only use and disclose your personal information for the purpose of conducting our research and in accordance with this Privacy Policy. We will not use or disclose your personally identifiable information for the purpose of advertising, promotions or direct marketing activities. If you declined to participate in our research, we may use your personal information to re-contact you for a research purpose if we have valid reasons to believe a genuine research concern warrants such re-contact. If you have participated in our research, we will only re-contact you if you were informed of this or we have valid reasons to believe a genuine research concern warrants such re-contact.

Who will Lighthouse Data Collection disclose your personal information to?

Lighthouse Data Collection will not disclose any personally identifiable research information we collect from you unless we have your express prior consent and will only report the information you provide in an aggregate form that will not personally identify you. We will not disclose any personal information or personally identifiable research information to a third party for a purpose other than conducting our research unless we have your express prior consent or are required to do so by an Australian law or court/tribunal order.

When we conduct our research we may rely on third party service providers to host or store the data we collect who are located overseas. The names and locations of those third parties will be provided to you if this occurs. In most cases, this survey data and research information will not be personally identifiable. We will also take reasonable steps to ensure any service providers (and their employees and contractors) comply with the Privacy Act and this Privacy Policy and/or are subject to similar privacy laws and you have the ability to enforce those rights.

Openness

You have the right to request access to any personal information we hold about you. You can request this information by contacting the Privacy Officer at the details listed below. Where we hold information that you are entitled to access, we will respond to your request in a reasonable time and endeavor to provide you with a suitable range of choices as to how we provide access (e.g. by email or mail). A fee may be charged to cover the cost of retrieval. However this fee will not be excessive and will only apply to the facilitation of your request.

If at any time you believe that personal information we hold about you is incorrect, incomplete or inaccurate, then you may request amendment of it and we will either amend the information or make a record of your comment, as we think appropriate.

Questions and complaints

If you have any questions about this Privacy Policy or believe that we have at any time failed to keep one of our commitments to you to handle your personal information in the manner required by the Privacy Act, the Australian Privacy Principles, or the Code, then we ask that you contact us immediately using the following contact details:

Douglas Aberdour
Lighthouse Data Collection
PO Box 464, Blackburn
Melbourne, VIC 3130

Email: info@lighthousedc.com.au Phone: +613 88780000

We will respond and advise whether we agree with your complaint or not. If we do not agree, we will provide reasons. If we do agree, we will advise what (if any) action we consider it appropriate to take in response. If you are still not satisfied after having contacted us and given us a reasonable time to respond, then we suggest that you contact the Office of the Australian Information Commissioner using the following contact details:

Phone: 1300 363 992 (local call cost, but calls from mobile and pay phones may incur higher charges). If calling from overseas (including Norfolk Island): +61 2 9284 9749 TTY: 1800 620 241 (this number is dedicated to the hearing impaired only, no voice calls)

TIS: Translating and Interpreting Service: 131 450 (If you don't speak English or English is your second language and you need assistance and ask for the Office of the Australian Information Commissioner)

Post: GPO Box 2999 Canberra ACT 2601 Fax: +61 2 9284 9666

Email: enquiries@oaic.gov.au

Retention and destruction of personal information

Lighthouse Data Collection will destroy or de-identify your personal information as soon as practicable once it is no longer needed for our research. However, in certain circumstances we may be required by law to retain your personal information after our research has been completed. In this case your personal information will continue to be protected in accordance with this Policy. If we destroy personal information we will do so by taking reasonable steps and using up-to-date techniques and processes.

Security of information

Lighthouse Data Collection can ensure total confidentiality of information and security of data. All network computer systems are protected by use of passwords and strict access right limitations. Premises are protected by monitored office alarms, building alarms and security patrols. A contractor is used for secure storing and destruction of survey documentation.

Miscellaneous

In this policy "personal information" has the same meaning as under the Privacy Act. This policy is effective from 12 March 2014. We may change this policy from time to time. Although we intend to observe this Privacy Policy at all times, it is not legally binding on Lighthouse Data Collection in any way. From time to time we may regard it as necessary or desirable to act outside the policy. Lighthouse Data Collection may do so, subject only to any other applicable contractual rights you have and any statutory rights you have under the Privacy Act or other applicable legislation.