

Purpose

This Privacy Policy relates to the collection, storage, use and disclosure of your personal information by Echo Interpreting in accordance with the Privacy Act (1988), Australian Privacy Principles (APPs) and Information Privacy Principles (IPPs). Our privacy policy will be reviewed and updated in line with legislative changes when necessary.

What We Do to Keep Your Information Safe

Echo Interpreting is committed to keeping your information private and secure. Any information we gather in relation to you is kept protected. We take reasonable steps to ensure that information that you share with us digitally (by using our website booking form or by email) or other means is protected from unauthorised access.

If you are sharing your information with us in the completion of Booking Forms, your information will be kept safe through encryption, if your browser is set up to do this it will let you know if your information has been sent securely. We keep the information secure on databases that require a login and password and it is kept on secure servers.

Your personal details are not sold or swapped with anyone.

If your information is no longer needed we will take reasonable steps to either delete it from our systems or de-identify your information except when it is required by law.

What is Personal Information?

The Privacy Act defines 'personal information' as "information or an opinion about an identified individual, or an individual who is reasonably identifiable: whether the information or opinion is true or not; and whether the information or opinion is recorded in a material form or not."

What Type of Information Do We Collect?

The information we collect is usually but not limited to:

- Your name
- Address (yours and/or the place of your booking)
- Phone number
- Email address
- Preferred method of communication
- Internet protocol (IP) addresses
- NDIS information
- Transactional information
- Gender
- Documents, presentations and other materials relating to your booking

Echo Interpreting collects staff information for human resources, finance and general administration purposes.

How Is This Information Used?

Echo Interpreting will only use their information for the purposes which it was originally collected (unless otherwise specified by you). We collect, hold, use and disclose personal information for the following purposes:

- To deliver a tailored service solution
- To respond to enquiries
- To manage and maintain our service delivery
- To update our records

- With your expressed consent and for an authorised third party
- To process and respond to complaints
- To obtain feedback

Data Breaches

Whilst Echo Interpreting has fastidious security and other processes in order to protect your information from being accessed by an unauthorised entity, in the event of this occurring we will contact you and let you know what has taken place and what steps we have undertaken to rectify the issue. In the event of a serious data breach we will notify the Office of the Australian Information Commissioner.

How to Access or Correct Your Personal Information or Make A Privacy Related Complaint

Echo Interpreting is transparent about the personal information it collects and endeavors to ensure its accuracy. Should you wish to access or correct your personal information please do so by way of written request to the Privacy Officer via info@echointerpreting.com.au. We will respond to your request within 30 days and provide you with access in the way in which you have indicated where it is practical and reasonable to do so except where we are entitled to deny the access under the Privacy Act legislation.

You are also able to use the contact email address above to notify us of a privacy complaint if you believe that we have not met our obligations under the APPs.