

Privacy Policy

1. Purpose

This Privacy Policy explains how GuardPro Security Agency Pty Ltd (GuardPro) collects, uses, stores, and discloses personal information in connection with its security services and business operations. GuardPro is committed to protecting the privacy of clients, employees, contractors, and members of the public.

2. Scope

This policy applies to all personal information collected and handled by GuardPro in the course of providing security and related services. It covers all business areas, including administration, recruitment, patrols, alarm monitoring, event security, and client communications.

3. Policy Statement

GuardPro will handle all personal information in accordance with the **Privacy Act 1988 (Cth)** and the **Australian Privacy Principles (APPs)**.

We collect, use, and disclose information only for lawful and necessary purposes. We will protect personal data from misuse, loss, unauthorized access, or disclosure.

4. Collection of Personal Information

GuardPro may collect personal information from clients, employees, contractors, and other individuals for legitimate business purposes such as:

- Delivering security services and fulfilling client contracts.
- Managing personnel, payroll, and compliance records.
- Responding to enquiries, incidents, and emergencies.
- Maintaining site access and identification systems.
- Complying with legal and regulatory obligations.

Information collected may include:

- Name, address, email, and phone contact details.
- Date of birth and identification details (e.g. driver's licence, security licence, police clearance).
- Employment records, qualifications, and training history.
- CCTV footage, photographs, and vehicle registration numbers.
- Incident and activity reports, or client-related correspondence.

Where practicable, GuardPro will collect personal information directly from the individual concerned.

5. Use of Personal Information

GuardPro uses personal information to:

- Deliver and manage contracted security services.

- Verify identity and authorisation for site access.
- Communicate with clients, suppliers, and staff.
- Investigate incidents and prepare security reports.
- Meet legal and regulatory requirements.
- Maintain business records and quality assurance systems.

GuardPro does not sell, rent, or trade personal information to third parties.

6. Disclosure of Personal Information

GuardPro may disclose personal information to:

- Clients, where necessary for contract performance.
- Law enforcement agencies, regulators, or emergency services where required by law.
- Insurance companies, auditors, and legal representatives.
- Technology or service providers engaged under confidentiality agreements.
- Employees or contractors where disclosure is necessary for their duties.

GuardPro will take reasonable steps to ensure that third parties handle personal information in compliance with this policy and applicable privacy laws.

7. Security of Personal Information

GuardPro protects personal information through secure physical and electronic systems. Security measures include:

- Controlled office and data access.
- Encrypted electronic storage and password protection.
- Secure destruction of obsolete files and records.
- Staff training on data protection and confidentiality.

All employees and contractors are required to comply with GuardPro's confidentiality and privacy obligations.

8. Access and Correction

Individuals have the right to request access to their personal information and to request correction if it is inaccurate or incomplete. Requests should be made in writing to GuardPro's Privacy Officer. GuardPro may require identification before releasing information and will respond within a reasonable timeframe.

9. CCTV and Surveillance Data

GuardPro operates CCTV systems at certain client sites and company premises. Footage is collected for security and safety purposes only and may be shared with law enforcement or clients if required. Recordings are stored securely and deleted when no longer required.

10. Data Retention

Personal information is retained only for as long as necessary to fulfil its purpose or meet legal obligations.

When no longer needed, data is securely deleted, destroyed, or anonymised.

11. Website and Online Privacy

When you visit www.guardprosecurity.com.au:

- Standard web logs may record your IP address, browser type, and access times.
- Cookies may be used to improve website functionality.
- Personal information submitted through contact forms will be used solely for responding to enquiries.

GuardPro's website may contain links to external sites. We are not responsible for the privacy practices of those websites.

12. Complaints and Enquiries

Individuals may contact GuardPro's Privacy Officer to:

- Request access or correction of personal information.
- Ask questions about this policy or GuardPro's data handling practices.
- Lodge a privacy complaint.

Privacy Officer

GuardPro Security Agency Pty Ltd

Email: admin@guardprosecurity.com.au

Phone: [+61 402680969](tel:+61402680969)

Complaints will be acknowledged promptly and investigated in accordance with the Privacy Act. If not resolved, complaints may be referred to the **Office of the Australian Information Commissioner (OAIC)** at www.oaic.gov.au.

13. Review and Updates

This Privacy Policy will be reviewed annually or whenever legislative or operational changes require. Updates will be published on the company website and available on request.

Approved by:

Amir Kiani

Managing Director

GuardPro Security Agency Pty Ltd

Date: 15 January 2025

Next Review Date: 15 January 2026