



Privacy Policy 2024

AussieOS Global Mobility Services, operated by Aussie Orientation Services Pty Ltd recognize and value the importance of protecting your privacy. This Privacy Policy outlines our commitment to safeguarding your personal information in compliance with the Privacy Act 1988 and relevant Australian privacy policies and legislation applicable in 2024.

1. Collection of Personal Information:

We collect personal information to provide exceptional relocation and orientation services. The types of personal information we may collect include:

- Profiles and Contact Information
- Residential Information
- Employment Information
- Family, Spousal, and Dependents Information
- References
- Any other information relevant to your relocation or orientation

2. How We Collect Information:

Personal information is gathered directly from you through consultations, interviews, surveys, and interactions. Employers may also provide necessary information related to orientation. Contact through telephone, SMS, email, or other services may result in the collection of information as part of the relocation process.

3. Use of Information:

Your personal information may be used for various purposes, including:

- Applying for rental properties
- Facilitating school enrolment applications
- Arranging and renting motor vehicles or other domestic goods
- Communicating with your employer regarding orientation progress
- Any purpose primarily associated with providing our orientation services
- Retaining your contact details on our database for future networking events
- Improving our services and conducting data analysis



4. Sensitive Information:

We treat sensitive information with utmost care and security. We obtain your consent before collecting sensitive information and ensure its secure storage on a protected server.

5. Third-Party Sharing:

Information may be disclosed to the following entities:

- Your employer
- Our insurers
- Real estate agents
- Educational institutions
- Our contractors and suppliers (e.g., I.T. contractors and database designers)
- Your agents and authorized representatives
- Any person with lawful entitlement to obtain the information

6. Information Storage and Security:

We store your information using third-party storage services, software providers, and physical files. Industry-standard security measures and reputable vendors are employed to safeguard your information. For security-related inquiries, please contact us.

7. AussieOS Employee Responsibilities:

AussieOS employees are strictly prohibited from disclosing personal or sensitive client information to third parties unless necessary for orientation purposes.

8. Access and Correction:

Subject to Privacy Principles exceptions, clients have the right to access and request a copy of their Personal Information. If any information is incorrect, you may request corrections.



9. Overseas Disclosure:

Our use of third-party service providers may involve the storage, processing, and access of your information outside of Australia. By providing us with your information, you consent to such transfers, and we take steps to ensure compliance with Australian law.

10. Contact Us:

You can edit some of your information, including account details. For further changes or inquiries, please contact us via email.

11. Complaints Process:

If you have a complaint regarding our handling of your information, please contact our Managing Director at sue.pember@aussieos.com.au. We will respond within a reasonable period and endeavour to resolve the complaint within 30 days. If unsatisfied with our response, you may refer the complaint to the Office of the Australian Information Commissioner.

12. Amendment:

We may amend this Privacy Policy and will attempt to notify you of significant changes. Continued use of our services after an update implies consent to the revised privacy policy.

Last Updated: Jan 2024