

Privacy Policy



This statement sets out the privacy policy that will be followed to respect the privacy of individuals who deal with BTA P/L.

Collection of Data: BTA P/L collects data in the form of details from local government agencies in the performance of its by-laws management capability. The information collected is generally

- individual's name
- individual's address
- details of the by-laws infringement
- and other specific information related to the by-laws infringement.

Use & Disclosure: As a general rule BTA P/L will not disclose or use personal information about an individual other than for its primary purpose of collection, unless:

- that person has consented to its disclosure
- BTA P/L has reason to suspect unlawful activity
- the use or disclosure is required or authorized by law
- BTA P/L believes that the use or disclosure is reasonably necessary for a specified purpose by or on behalf of an enforcement agency.

BTA P/L does not use personal information for direct marketing purposes.

Data Quality: BTA P/L will take reasonable steps to ensure that the personal information it collects, uses or discloses, is accurate, complete and up to date.

Data Security: BTA P/L will take reasonable steps to protect the personal information it holds from misuse and loss from unauthorized access, modification or disclosure. BTA P/L will take reasonable steps to destroy or permanently de-identify personal information if it is no longer needed.

Openness: This document is available to anyone who asks. On request from a person, BTA P/L will take reasonable steps to let the person know, generally, what sort of personal information we hold, for what purpose, and how we collect, hold, use and disclose that information.

Access & Correction: As a general rule, BTA P/L will allow an individual access to their personal information providing it is not information provided to BTA P/L by a third party. In this case, the individual seeking information will be referred to that third party.

Anonymity: Wherever it is lawful and practical, BTA P/L will allow individuals the option of not identifying themselves when entering into transactions with us.

Complaints Handling Process: BTA P/L will take every reasonable step to resolve a complaint about the privacy and confidentiality of any personal information. Complainants should speak to a Director of BTA P/L in an attempt to resolve the issue.

Should this fail, a written complaint can be forwarded to:

The Privacy Compliance Officer
Bartels, Taylor & Associates Pty Ltd
PO Box 779 Melton Vic 3337