

SPARQ Solutions Privacy policy

SPARQ Solutions Pty Ltd ("SPARQ Solutions") is committed to protecting the privacy of personal information obtained from its clients and collected from other persons as part of its normal business operations. SPARQ Solutions is also committed to complying with the National Privacy Principles contained in the Privacy Act, 1988 (Commonwealth).

1. SPARQ Solutions recognises that an effective privacy framework is necessary to support this aim and strategies and processes will be implemented to:
 - Deploy this corporate policy on privacy to all staff.
 - Take appropriate measures to protect privacy.
 - Appropriately investigate all privacy-related requests.
2. SPARQ Solutions collects various personal information from its contractors, consultants and clients for the purposes of employment and operating its business in accordance with its Shareholders Deed and Constitution. This includes client databases containing personal information which are maintained and supported by SPARQ Solutions. This information can include name, address, phone number, date of birth and other relevant particulars for identification purposes. It can also include bank account and credit related information for billing and other related purposes.
3. On occasions, SPARQ Solutions may provide personal information to contractors and consultants to enable them to provide services to clients or perform other work on its behalf. In such cases, contractors and consultants are also required to comply with the National Privacy Principles.
4. Client databases which are maintained and supported for clients may contain sensitive health related and personal information about individuals, such as those on life support or with asthma or diabetes. Clients are not bound by the normal requirements applicable to collecting such sensitive health related information. SPARQ Solutions have access to this sensitive health related information to maintain it on behalf of clients who use it to ensure that electricity supply is continuously available where necessary to protect the health and well being of such persons.
5. Complaints about SPARQ Solution's collection, handling or use of personal information and other privacy related matters can be made by e-mail, telephone, fax or normal mail and directed to the SPARQ Solutions Risk & Governance Manager. In addition, requests for access to personal information can be made by the same methods to the Risk & Governance Manager to ensure appropriate action is taken.
6. Further information on what sort of personal information SPARQ Solutions holds, how it manages that information and privacy matters is available on written request to SPARQ Solutions.
7. Until further notice, the Privacy Policy Guidelines applicable to Ergon Energy will be adopted by SPARQ Solutions, to the extent that they apply to the operations of SPARQ Solutions.
8. The SPARQ Solutions Commercial Manager will be responsible for the distribution and maintenance of this policy.