

Total Selling Solutions Privacy Policy

Total Selling Solutions is committed to providing quality services to you and this policy outlines our ongoing obligations to you in respect of how we manage your Personal Information.

We have adopted the Australian Privacy Principles (APPs) contained in the Privacy Act 1988. The APPs govern the way in which we collect, use, disclose, store, secure and dispose of your Personal Information.

A copy of the Australian Privacy Principles may be obtained from the website of The Office of the Australian Information Commissioner at www.aoic.gov.au

WHAT IS PERSONAL INFORMATION AND WHY DO WE COLLECT IT?

We collect your Personal Information for the primary purpose of providing our services to you.

Personal Information is information or an opinion that identifies an individual. Examples of Personal Information we collect include: Names, email addresses, phone numbers, phone call audio files, SMS logs.

This Personal Information is obtained by: Phone calls to our recorded tracking numbers, SMS's within our StreamSpeak portal or email's from Total Selling Solutions.

SENSITIVE INFORMATION

Sensitive information will not be collected and used by Total Selling Solutions.

Sensitive information is defined in the Privacy Act to include information or opinion about such things as an individual's racial or ethnic origin, political opinions, membership of a political association, religious or philosophical beliefs, membership of a trade union or other professional body, criminal record or health information.

DISCLOSURE OF PERSONAL INFORMATION

Your Personal Information may be disclosed in a number of circumstances including the following:

Third parties where you consent to the use or disclosure; and
Where required or authorised by law.

SECURITY OF PERSONAL INFORMATION

Your Personal Information is stored in a manner that reasonably protects it from misuse and loss and from unauthorised access, modification or disclosure.

When your Personal Information is no longer needed for the purpose for which it was obtained, we will take reasonable steps to destroy, unless directed otherwise.

ACCESS TO YOUR PERSONAL INFORMATION

You may access the Personal Information we hold about you and to update and/or correct it, subject to certain exceptions. If you wish to access your Personal Information, please contact us in writing.

Total Selling Solutions will not charge any fee for your access request.

In order to protect your Personal Information we may require identification from you before releasing the requested information.

MAINTAINING THE QUALITY OF YOUR PERSONAL INFORMATION

It is important to us that your Personal Information is up to date. We will take reasonable steps to make sure that your Personal Information is accurate, complete and up-to-date. If you find that the information we have is not up to date or is inaccurate, please advise us as soon as practicable so we can update our records and ensure we can continue to provide quality services to you.

POLICY UPDATES

This Policy may change from time to time and is available on our website.

PRIVACY POLICY COMPLAINTS AND ENQUIRIES

If you have any queries or complaints about our Privacy Policy please contact us at:

Total Selling Solutions
support@totalsellingsolutions.com.au
1300 283 385