

Privacy Policy

Overview

At PSD Energy, we are committed to protecting the privacy of our staff, clients, and stakeholders. We comply with the *Privacy Act 1988 (Cth)* ("Privacy Act") and uphold the highest standards in managing personal information.

This Privacy Policy outlines how we collect, use, hold, and disclose personal information for the purposes of employment screening, delivering services, compliance with legal, regulatory and contractual obligations. It also explains how you can access or correct your information and raise concerns.

What is Personal Information?

Personal information refers to any data or opinion about an individual who is reasonably identifiable—whether true or not, and whether recorded in material form or not. This includes:

- Name, age, gender, contact details
- Employment history, qualifications
- Health, race, and criminal history (considered sensitive information)

References to personal information in this policy include sensitive information.

What Personal Information Do We Collect?

We collect personal information through lawful and fair means. This may include:

- Contact details (name, email, phone)
- Employment and education history
- Identity documents and Commonwealth identifiers
- Health, race, marital status, medical and criminal history
- Financial details (e.g. payment information for services)
- Client service records and correspondence

How Do We Collect Personal Information?

We may collect personal information:

- Directly from individuals via forms, emails, phone calls, or in-person meetings
- From third parties such as referees, previous employers, medical providers, insurers, and government agencies
- Via secure portals used for onboarding or service delivery

Where information is collected from third parties, we use it for employment screening or service provision. We will notify you where practicable.

Why Do We Collect, Use, and Hold Your Information?

We collect, use, and hold personal information to:

- Assess suitability for employment
- Deliver services and manage client relationships
- Verify identity and qualifications
- Comply with legal and regulatory obligations
- Administer contracts and service agreements
- Provide updates on services and operational matters

We will only use your information:

- With your consent
- Where reasonably expected for the purpose collected
- As required or permitted by law

Disclosure of Personal Information

We do not sell personal information. We may disclose it:

- With your explicit consent
- To professional, medical, or insurance advisors
- To government agencies and regulatory bodies
- To service delivery partners and contractors
- As required by law or court order

Purposes for disclosure include:

- Employment verification and compliance checks
- Health and safety obligations
- Regulatory reporting and audits
- Legal proceedings or investigations

Marketing Communications

We may contact you with information about services relevant to your engagement with PSD Energy. You can opt out at any time by:

- Emailing privacy@psdenergy.com
- Calling our office

Website Analytics and Cookies

Our website may use tools like Google Analytics and remarketing services. These tools collect anonymous data to improve user experience. You can opt out via [Google's browser add-on](#).

What Happens If You Don't Provide Information

If you choose not to provide requested personal information, we may be unable to:

- Complete employment screening
- Deliver services effectively
- Meet compliance obligations

Data Quality and Security

We take reasonable steps to ensure personal information is:

- Accurate, complete, and up to date
- Stored securely in protected systems
- Protected from misuse, interference, and unauthorised access

We destroy or de-identify personal information when no longer required, in accordance with the Privacy Act.

Overseas Data Transfers

We do not routinely transfer personal information overseas. If such a transfer is necessary, we will notify you and ensure compliance with cross-border data flow requirements under the Privacy Act.

External Links

PSD Energy is not responsible for the privacy practices of external websites linked from our site.

Accessing or Correcting Your Information

You may request access to or correction of your personal information by contacting:

PSD Energy
Privacy Officer
16 Williams Circuit
Pooraka SA 5095

Email: privacy@psdenergy.com

We will respond within a reasonable timeframe and provide reasons if access or correction is denied.

Complaints and Concerns

If you have concerns about how your personal information has been handled, please contact our Privacy Officer. We aim to resolve complaints within 7 business days.

If you are not satisfied with our response, you may contact the *Office of the Australian Information Commissioner* at www.oaic.gov.au.