

# Privacy Policy



Vanguard Security

This privacy policy explains the privacy practices of Vanguard Security Pty Ltd ("**Vanguard Security**", "**we**", "**us**", and "**our**") in accordance with the Privacy Act 1988(Cth) and Australian Privacy Principles (APP's).

Vanguard Security is committed to protecting any personal data that we have collected from you and respecting your privacy. As we want you to be confident that your personal data is safe and processed in accordance with your consent, we have adopted this Privacy Policy to let you know:

- How we collect, and the purpose for collecting, personal data;
- What we do with personal data;
- The reasons for sharing personal data with other companies;
- How long we'll keep personal data; and
- The rights and choices you have with regards to your personal data.

Your provision of your Personal Data to us is voluntary. However, if you elect not to provide certain Personal Data, you may be unable to use the Service and we may be unable to provide the information or services that you have requested.

## How we use your information

This privacy policy applies to information we collect about:

- Visitors to our website
- People who interact with us on social media
- Subscription to our marketing communications
- Contacts who provide details at exhibitions, conferences and other marketing events
- Collection of information via surveys
- Provide services to our clients
- Our client's customers who use our services
- People that apply for a position at Vanguard Security
- Users of our Mobile Application

## Website visitors

When someone visits [www.vanguardsecurity.com.au](http://www.vanguardsecurity.com.au) (or related Vanguard websites), we will use third party services (cookies) to track activity, this enables us to understand how we can improve our website to make it more relevant to our visitors.

## Contact forms

From time to time, we collect very basic personal information through forms on our website to better define services offered by us, and to ensure that the advice and guidance is appropriate to your needs. On these forms we typically collect;

- Name
- Contact Number
- Email Address
- Residential Address
- Job Role
- Organisation Name
- Licence Details

- Industry
- Resume

At the time of completing the online requests for personal information you will be informed as to the purpose of data collection.

The data provided in the forms is stored in the Vanguard database, Marketing Automation Tool and the Website Content Management Tool.

## **Social Media**

Vanguard Security uses social media platforms to engage with the community.

The social media platforms (Facebook, Instagram, LinkedIn, Twitter and WhatsApp) will provide basic information on the number of followers and level of engagement. No further details are provided, unless a user has identified themselves as an individual (by posting a message), in which time only information that they have shared either via the message or on their public profile will be shared.

If the user is a contact within the marketing automation tool (because they are a customer or have previously contacted Vanguard Security), the marketing automation tool will also track that the user has visited our social media pages.

## **Users of Mobile Application**

As a subscriber to our mobile application, we may collect and hold personal information about you. The personal information includes but not limited to

- Names
- contact details
- address
- employer details
- professional certificates
- security license
- qualifications
- licenses
- memberships
- passport details
- geographic location details
- usernames and passwords that you create, records of our communications with you, including any messages you send us
- information related to products and services you access through our mobile applications and feedback or any other information as required from time to time.
- Visa or VEVO Check
- financial and banking details

We also collect the information about our contractors, suppliers and business partners. We also collect information about employees of our contractors, suppliers and business partners in relation to conducting business with that party. We do not collect any information about political, religious association and sexual preferences in providing services to you. If we were not to collect the above-mentioned information then, we may not be able to offer the desired services to you.

Our website/ mobile application uses cookies to identify users by the content viewed and frequency of visits. Most internet browsers have a facility that will allow you to disable cookies altogether – please refer to your browser's help menu to find out how to do this. While you will still be able to browse our websites/ mobile application with cookies disabled on your internet browser, some website/ mobile application functionality may not be available or may not function correctly. This may impact the services required by your employer and may have implications on your employment. We take no

responsibility for any privacy procedures/policies of third-party websites/links shared on our website/mobile application.

We use your confidential information only for the purpose of providing services. We take stringent measures to ensure that your confidential information is safe from any unauthorized use. This includes preventing unauthorized persons to have physical access to areas where your confidential information is stored. All our computers and equipment are password protected and have strong protection against online attacks.

We use your personal information in providing for services, advice and communicating with the users and/or recipients of services from us. We use your personal information to support products and services offered by us.

We use personal information for providing geographic location and other related details of the user, to send you notifications, status updates and reports, to send you surveys and questionnaires about your experience using our products and services, to verify your identity when you are dealing with us, to provide reports to and /or communicate with stakeholders, to assess, maintain, upgrade and improve our products and services; to create new or enhanced products or services, and to notify you about those products or services; as part of your employment; to comply with our legal and regulatory obligations; and to manage and resolve any legal or commercial complaints or issues.

We may ask for collection of personal information;

- when you set up an account with us and give information to us by email (electronic information), fax, telephone, hard copy.
- when you subscribe to our newsletter or services.
- when you visit our office and sign in; and
- from a third party, such as through your representatives, contractors who provide services to us, or third parties who refer you to us because they think you may be interested in our products or services.

## **Accuracy**

Please provide accurate Personal Data and update it as necessary in the manner specified below. In the absence of any updates, we will assume that the Personal Data submitted is correct.

## **Security**

We recognise the need and take reasonable steps to ensure that Personal Data we have collected remains secure. While we have security measures in place as required by the Contract and at law to protect against the loss, misuse, alteration of and unauthorised access to Personal Data under our control, you acknowledge that there remains a risk that Personal Data transmitted over the internet and stored by computer may be intercepted or accessed by an unauthorised third party.

## **Subscription to Marketing Communications**

### **CLIENTS**

Clients will receive relevant communications from Vanguard Security. This will include Product Updates, updates and invitations to events. The communications are typically sent via email.

A client can Unsubscribe from receiving these email communications by following the instructions included in every email received via the "Unsubscribe" tab.

Please note, regardless of your communication settings, we will continue to communicate with you regarding changes to terms and conditions, policy updates and routine customer service messages.

Please note that if you stop being a client we will retain your data and you will continue to receive these updates, unless you Unsubscribe or Exercise your Right to access, amend or delete in line with our Data Retention Policy.

## **OTHER CONTACTS**

Contacts can subscribe to receive marketing communications, including Product Updates and invitations to events.

A user can subscribe via any of the below methods;

- By completing the Subscribe form on the website
- By completing a Request a Quote form on the website and selecting to receive marketing communications
- By completing the Contact Us form on the Vanguard Security website and selecting to receive marketing communications
- Consent given to subscribe at an event. The way that this is captured will vary per event and will be outlined in the event specific policy

At the time of subscription, the following details are typically collected;

- Name
- Email address
- Company
- Country
- Job Title
- Industry

A contact can Unsubscribe from receiving these email communications by following the instructions included in every email received via the “Unsubscribe” tab.

## **Contacts who provide details at our events**

Vanguard Security will collect information on people that attend our own or sponsored events, visit our stand or enter a competition at an event.

## **Collection of information via surveys**

From time-to-time Vanguard Security will conduct surveys. Contacts are invited to complete the survey either via email, or from the Vanguard Security website.

From time to time, we will use a third-party survey tool. This is solely for the purpose of conducting the survey and analysing results. Your personal data will not be passed to a third party for marketing purposes.

## **Provide services to our clients**

In order to deliver services to our clients, we store a range of details for different contacts within the organisation. Personal details collected typically include;

- Name
- Telephone number
- Email address
- Job Title
- Job Function
- Postal address

In addition, Vanguard Security will store copies of correspondence relevant to providing the service, for example support notifications and product maintenance updates.

All data is stored within our systems and is not shared with, but may be hosted by third parties, with the exception of when we need to instruct a third party to deliver a physical item such as a piece of hardware or document to a contact. At this time, only required information will be shared including;

- Name
- Company Name
- Postal Address
- Job Title
- Telephone number
- Email address

All third parties used by Vanguard Security use the data provided solely for the provision of delivering the service and are bound by a Non-disclosure Agreement.

### **People that apply for a position at Vanguard Security**

We will from time to time collate and be in receipt of resumes/curriculum vitae from prospective employees and recruitment consultants.

The data collected typically includes;

- Name
- Address
- Salary expectations / Reward
- Previous employment details
- Education
- References

Our recruitment process is supported by professional recruitment services who will process personal information specifically for candidate selection and assessment. If you are a successful candidate, we will also request to collate the following as required by statutory requirements for employment in the region that you will be employed:

- Evidence of Education
- References
- Police Check
- Visa / Passport / Birth Certification – to verify your ‘right to work’ in the country of employment

We retain resumes / curriculum vitae and contact details for up to 24 months if there is not an immediate opportunity available for you. At this point we will either delete the information or contact you to request consent to further retain your details if we believe that you remain a good fit for the company.

### **Cookies**

Vanguard Security uses cookies to track activity on [www.vanguardsecurity.com.au](http://www.vanguardsecurity.com.au), other Vanguard websites and digital engagement via social media or electronic direct mail. The tracking software is provided by Google Analytics and our Marketing Automation tool which use cookies to track visitor usage. The software will save a cookie to your computer's hard drive in order to track and monitor your engagement and usage of the website.

Google analytics will not store, save or collect personal information.

Vanguard Security's Marketing Automation tool will store and save information provided (either by completing a web form, or just a track of activity against a contacts' existing record) and integrates with contact details retained in the Vanguard Security database.

Other cookies may be stored to an individual's computer's hard drive by external vendors where the website uses referral programs, sponsored links or adverts. Such cookies are used for conversion and referral tracking and typically expire after 30 days, though some may take longer.

### **Right to inform, access, amend or delete**

An individual has a right under the relevant data privacy law to contact Vanguard Security at any time in writing to [info@vanguardsecurity.com.au](mailto:info@vanguardsecurity.com.au) to find out what information we have related to them and to request that their personal identifiable information be amended or deleted from our records.

We will oblige the request unless:

- There is a legal exemption applicable
- There is a statutory requirement for us to retain the information for a specific period
- By carrying out the request it will impede the service(s) provided.
- After a record has been deleted, if a contact re-establishes communication with Vanguard Security, their

contact record will be treated as a new record.

Right of access to Personal Data - you have a right to request that we provide you with a copy of your Personal Data that we hold and you have the right to be informed of;

- The source of your Personal Data;
- The purposes, legal basis and methods of processing;
- The data controller's identity; and (d) the entities or categories of entities to whom your Personal Data may be transferred

Right to rectify or erase Personal Data - if you wish to delete, deactivate or amend the Personal Data, you have a right to request that we rectify inaccurate Personal Data. We may seek to verify the accuracy of the Personal Data before rectifying it.

### **Right to complain**

An individual has the right to contact Vanguard Security at any time in writing to inform us of any actual or potential issues in the processing of the personal information.

We will endeavour to manage the complaint and resolve any issues. If at this time the individual is dissatisfied with the outcome they may contact

If at this stage the individual is still not satisfied with the outcome, they should contact the Office of the Australian Information Commissioner or equivalent body in your country of residence.

### **Data Retention**

The length and time that Vanguard Security will retain your data, will depend on how we obtained your data and the purposes that your data is used.

### **Data captured for marketing purposes**

Data captured for marketing (including sales) purposes, includes data captured from;

- Visitors to our website
- People who interact with us on social media
- Subscription to our marketing communications
- Contacts who provide details at our events
- Collection of information via surveys

The data will be retained for a minimum period of three years, unless the contact exercises their right to be deleted within that period. This amount of time is required in order to ensure that the individual and Vanguard Security representatives are able to maintain communication, retain a record of previous communication and measure effectiveness of marketing campaigns.

If there is no activity within the three year period, and the data is no longer required to deliver a service to the contact, the personal identifiable information will be deleted. Before the data is deleted, the contact will receive an email notifying them that there has been inactivity on their record and that Vanguard Security will delete their data, unless they request via clicking on a link, for Vanguard Security to retain their data.

After the personal identifiable information has been deleted, if a contact re-establishes communication with Vanguard Security, their contact record will be treated as a new record.

### **Definition of activity**

Activity is classified as;

- Visit to Vanguard Security website and the completion of any forms
- Completion of a Vanguard Security survey
- Click on Vanguard Security Marketing Communication or Support Notification email
- Response to Vanguard Security Marketing Communication either via telephone, email or via website
- Attendance at a Vanguard Security event
- Contact with Vanguard Security Support, Sales or Account Management teams via telephone or email
- Engagement via Vanguard Security social media platform (Facebook, Instagram, Twitter, LinkedIn and WhatsApp)

### **Contact details of our clients**

All contact details of our clients will be retained for the duration that the client remains an active customer of Vanguard Security and unless the contact exercises their right to be deleted.

Once the client is no longer a customer of Vanguard Security, all contact details will be marked as inactive.

After a period of a maximum of three years and if there has been no activity with Vanguard Security, the contact details will be deleted. This amount of time is required to enable Vanguard Security to retain a record of previous communication and measure effectiveness of marketing campaigns.

Before the data is deleted, the contact will receive an email notifying them that there has been inactivity on their record and that Vanguard Security will delete their data, unless they request via clicking on a link, for Vanguard Security to retain their data.

After a record has been deleted, if a contact re-establishes communication with Vanguard Security, their contact record will be treated as a new record.

## **Marketing**

We will not send you marketing material unless you or your Company has requested it and we will not sell your Personal Data to anyone, or otherwise disclose your Personal Data to any third party except as may be requested from time to time by your Company, as outlined in this privacy policy or as may otherwise be required or permitted by law.