



Elite Executive Services – Privacy Policy

At Elite Executive Services Pty Ltd “Elite” the privacy of our clients is important to us. This policy describes the way that Elite collects, holds and discloses information about individuals with whom we deal. Although Elite is exempt from the requirements of the Privacy Act (1988) (Cth) (“**the Privacy Act**”), including the National Privacy Principles (**‘NPPs’**), we have implemented a policy the equivalent to any other entity that is required to adhere to the Act. The policy may be amended from time to time.

This Privacy Policy outlines what personal information Elite Executive Services Pty Ltd “Elite” collects, how Elite uses the information, with whom we share it, the ways we protect it and the control you have over our use of the information. We also describe the measures Elite takes to protect the security of the information and how you can contact us about our privacy practices. In agreeing to receive Services from Elite, you are accepting and consenting to the practices described in the Policy. Notwithstanding this, you have the right to contact us to object to, or make certain requests in relation to, the processing of your personal data. Elite is committed to protecting your privacy when you use our services and when we ask you to provide certain information by which you can be identified, then you can be assured that it will only be used in accordance with this Privacy Policy. You are entitled to know the identity of your “data controller” i.e. the legal entity which determines why and how your personal data is processed.

Your relevant data controller may vary, depending on how you are receiving services from us. For example:
Corporate Clients: If your employer is relocating you then your relevant data controller may be your employer who has engaged us to provide services to you. In such an instance, please refer to your employer’s privacy policy to understand how your personal data may be handled.

Direct Individuals: If you are engaging Elite directly to provide services for you, then your relevant data controller is Elite.

If you have any questions regarding the above, please contact us at relocations@eliteexecutiveservices.com.au

Information Elite collects from you

Elite may collect personal information (including personally identifiable information or sensitive personal data) about you and/or your family (“Your Data”) in the following ways:

Information you give us. This is information that you and/or your family give us by filling in forms on our website, filling in our needs analysis or by corresponding with us by phone, e-mail or otherwise. This includes when you use Elite’s websites or inquire about, or use, any of our services (the “Services”). The information may include your and /or your family’s name, address, e-mail address, phone number or other contact details, marital status, date of birth, occupation, role/title/area of responsibilities, financial and credit card information, personal description/preferences and photograph and other sensitive information (including as required by laws and regulations or as required to provide the Services). You are not required to supply any of the information that we may request, although this might limit the Services we are able to offer you.

Information received from other sources such as your employer, business partners and technical sub-contractors, payment and delivery services, credit reference agencies, financial institutions, criminal check services, government enforcement bodies.

How will Elite use your information?

Elite may use Your Data in the following ways:

- to provide you, and those who are relocating with you, our Services (as applicable)
- to comply with a legal obligation
- to protect and defend the rights or property of Elite
- to protect against legal liability
- to operate our business including performing accounting, auditing, billing, reconciliation and collection activities;
- as may be required by applicable laws and regulations or requested by any relevant judicial process or governmental agency;
- to comply with industry standards and our policies.
- where you have provided your consent, to provide you, or permit selected third parties to provide you, with Services relating to your relocation.

Disclosure of Your Data

Elite may share Your Data with third parties including, but not limited to:

- Suppliers and sub-contractors for the performance of the Services
- Contractors; schools or property agencies for the purpose of applications with your consent; disclosure and criminal check services, police forces and courts and relevant immigration authorities for the purposes of preparing and processing your visa application
- Credit reference agencies for assessing your credit score where this is a condition of us providing the services to you

By submitting Your Data, you agree to this transfer, storing or processing. Elite will take all steps reasonably necessary to ensure that Your Data is treated securely and in accordance with this Privacy Policy.

The security of Your Data is important to us. Elite are committed to protecting the information we collect. We maintain administrative, technical and physical safeguards designed to protect the personal information you provide, or we collect against accidental, unlawful or unauthorized destruction, loss, alteration, access, disclosure or use.

Elite stores Your Data only for as long as it is necessary to fulfil the purpose for which it was collected, unless otherwise required or authorised by legal requirements. We take measures to destroy Your Data upon request, if required by law or if no longer required for the purpose for which we collected it.

In some instances, Elite is required to retain personal information in accordance with the law such as for Tax and Audit purposes and may therefore be retained for an additional period.

Where Elite has given you (or where you have chosen) a password which enables you to access digital assets, you are responsible for keeping this password confidential. We ask you not to share a password with anyone.

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The transmission of information via the internet is not completely secure. Elite does its best to protect Your Data, however, we cannot guarantee the security of data transmitted to our websites or other digital assets that are in the public domain; such transmission is at your own risk. When we have received your information, we will use strict procedures and security features to try to prevent unauthorised access in accordance with industry standards.

Your rights

You have certain rights regarding the personal information Elite maintains about you. You can opt not to provide personal information to us.

To the extent provided by applicable law, you may withdraw any consent you previously provided to us, or object at any time on legitimate grounds, to the processing of Your Data. Elite will apply your preferences going forward.

You have the right to: obtain confirmation that Elite holds personal information about you and request access to and receive information about that personal information; update and correct inaccuracies in your personal information; object to the automated processing of your personal information and have the information blocked, restricted, anonymised or deleted, as appropriate. The right to access personal information may be limited in some circumstances by local law requirements. To exercise these rights, please contact relocations@eliteexecutiveservices.com.au

You have the right to ask Elite not to process Your Data for marketing purposes.

Elite's websites and other digital assets may include links to and from other relocation related websites. If you follow a link to any of these websites, please note that these websites should have their own privacy policies and that we do not accept any responsibility or liability for these policies. Please check these policies before you submit any personal data to these websites.

If you provide Elite with any information or material relating to another individual, you should make sure that the sharing with us and our further use as described to you from time to time is in line with applicable laws, so for example you should duly inform that individual on the processing of their personal data and obtain their consent, as may be necessary under Applicable Data Protection Laws.

Complaints

If you wish to make a complaint about how Your Data is being processed or how your complaint is being handled please contact relocations@eliteexecutiveservices.com.au

How to contact us:

If you have any questions or comments about this Privacy Policy, Elite's privacy practices or if you would like us to update information or preferences you provided to us, please click here. You also may e-mail us relocations@eliteexecutiveservices.com.au