

Global Enterprises Group Pty Ltd Privacy Policy



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INTRODUCTION TO GLOBAL ENTERPRISES GROUP'S PRIVACY POLICY

Protecting your privacy

Protecting your privacy and the confidentiality of your personal information is fundamental to the way GLOBAL ENTERPRISES GROUP does business.

As a professional services organisation, GLOBAL ENTERPRISES GROUP has a long history of handling personal information, including sensitive information, confidentially. We value the ongoing trust you have in us to protect your privacy.

Personal information is information or an opinion about you.

This Privacy Policy explains how GLOBAL ENTERPRISES GROUP will manage and protect your personal information, including information that GLOBAL ENTERPRISES GROUP collects during the course of providing a product or service to you and the information GLOBAL ENTERPRISES GROUP holds after your product or service is terminated (where we are required to hold this information or it is necessary for our functions). This Privacy Policy also applies to information that GLOBAL ENTERPRISES GROUP collects from third parties including, but not limited to employers and government agencies.

This Privacy Policy contains information about how you can access the information GLOBAL ENTERPRISES GROUP holds about you (page 16), how you can ask GLOBAL ENTERPRISES GROUP to correct your information (page 17) and how you can make a complaint if you have concerns about how GLOBAL ENTERPRISES GROUP has managed your information (page 18).

All GLOBAL ENTERPRISES GROUP entities are subject to strict standards in relation to the handling of personal information, regardless of where those entities are located.

This Privacy Policy applies specifically to Global Enterprises Group Pty Ltd (GLOBAL ENTERPRISES GROUP). It explains how your personal information is managed in our Australian-based businesses.

How to contact GLOBAL ENTERPRISES GROUP

If you have any questions or would like more information about this Privacy Policy you may contact the person, department or branch that you normally deal with. Alternatively, you may call the GLOBAL ENTERPRISES GROUP Australian head office on 1300 881 604 at any time or email your question or request to admin@globalenterprisesgroup.com.

Our privacy framework

GLOBAL ENTERPRISES GROUP is bound by the Privacy Act and the 13 Australian Privacy Principles (APPs) set out in that Act. The APPs regulate the way that certain entities handle personal information.

The Privacy Act does not apply to the handling of information that does not relate to individuals – for instance information about corporations.

COLLECTING YOUR PERSONAL INFORMATION

GLOBAL ENTERPRISES GROUP collects your personal information so that we can perform our various functions and activities. GLOBAL ENTERPRISES GROUP also collects your personal information if the law requires us to collect it.

If GLOBAL ENTERPRISES GROUP does not collect your personal information, we may not be able to deal with you, or provide you with a product or service.



GLOBAL ENTERPRISES GROUP collects most personal information directly from you. For example, you provide us with your information when you attend a consultation with one of our staff members, fill in an application form, deal with us over the telephone, send us a letter, use our website or mobile applications.

If you use one of GLOBAL ENTERPRISES GROUP's products or services, GLOBAL ENTERPRISES GROUP may collect and hold information from you such as your name, address, telephone number, e-mail address, passport / immigration history, date of birth, place of work, and various other personal and sensitive information.

Collecting information from third parties

GLOBAL ENTERPRISES GROUP may also collect information about you that is publicly available, including information from telephone directories, the electoral roll or other websites.

There may be occasions when GLOBAL ENTERPRISES GROUP collects personal information about you from a third party. For example, GLOBAL ENTERPRISES GROUP may collect personal information from:

- employers
- related entities so we can better manage your relationship with all GLOBAL ENTERPRISES GROUP companies;
- brokers and other parties who may have introduced you to GLOBAL ENTERPRISES GROUP.

GLOBAL ENTERPRISES GROUP may also collect information about how you use GLOBAL ENTERPRISES GROUP's websites and apps to help us better tailor our services to you. For example, GLOBAL ENTERPRISES GROUP may do this when you click on a link from an GLOBAL ENTERPRISES GROUP website or visit a website which displays an GLOBAL ENTERPRISES GROUP advertisement. Usually, the information we collect in this way is general information only derived from cookies – such as the number of visitors to a site or statistics about how a site is browsed – and does not identify you. If GLOBAL ENTERPRISES GROUP does identify you with this information (for example, if you have been logged onto an online GLOBAL ENTERPRISES GROUP service), any use or disclosure of that information will be in accordance with this Privacy Policy.

Collecting sensitive information

Sensitive information is personal information about a person's racial or ethnic origin, political opinion, membership of a political association, religious beliefs or affiliations, philosophical beliefs, membership of a professional or trade association, membership of a trade union, sexual orientation or practices, criminal record, genetic information or health information.

GLOBAL ENTERPRISES GROUP will not collect, use or disclose sensitive information about you unless we need the information for one of our functions or activities and we have your consent (or we are legally required to do so).

For example, GLOBAL ENTERPRISES GROUP's business collects health information from you and / or family members, with your consent, to assess your application for certain migration services / applications.

USING YOUR PERSONAL INFORMATION

We may use and disclose personal information we collect about you for several purposes including:

- to consider your request for a product or service;
- to enable GLOBAL ENTERPRISES GROUP to provide a product or service;
- to tell you about other products and services that may be of interest to you;
- to assist in arrangements with other organisations (including but not limited to employers and government agencies) in relation to the promotion or provision of a product or service;

- to manage accounts and perform other administrative and operational tasks;



- to consider any concerns or complaints you raise against GLOBAL ENTERPRISES GROUP

DISCLOSING YOUR PERSONAL INFORMATION OVERSEAS

GLOBAL ENTERPRISES GROUP may need to disclose your information to organisations located overseas.

The most common reason for GLOBAL ENTERPRISES GROUP disclosing information overseas is because we use service providers to perform some functions on our behalf, and some of these service providers are located overseas. We only disclose your information to these organisations when it is necessary for the services they provide GLOBAL ENTERPRISES GROUP.

For the most part, these service providers are related to GLOBAL ENTERPRISES GROUP which perform a range of technology, operational and customer service functions for GLOBAL ENTERPRISES GROUP.

These entities are located in the following countries:

China

Malaysia

United Kingdom

GLOBAL ENTERPRISES GROUP may also use other offshore service providers to help provide you with our products and services or identify ways to improve our service to you.

In addition to service providers, GLOBAL ENTERPRISES GROUP may also disclose your information to our overseas related businesses for the purposes explained in our Privacy Policy. For example, we may disclose your information to our Malaysia business if you engage our services in both Malaysia and Australia.

When we disclose your information overseas, we are required to take measures to ensure your information is treated in accordance with the standards that apply in Australia except in rare cases (for example, where we are required by law to disclose your information overseas) or unless where we obtain your consent not to take these measures.

The above is not a complete list of the countries to which your information may be disclosed when using an GLOBAL ENTERPRISES GROUP product or service. In some circumstances, the nature of the product or service you request may require GLOBAL ENTERPRISES GROUP to disclose your information overseas and the countries to which we may disclose your information will depend on the particular circumstances. For example, if you request to undertake a medical check in another country, GLOBAL ENTERPRISES GROUP may be required to disclose your information to one or more overseas entities that are involved in the process. The location of these entities depends on where you desire to have the medical check performed.

YOUR CONSENT IS IMPORTANT

GLOBAL ENTERPRISES GROUP may require your consent to use and/or disclose your information in particular ways. For instance, we need your consent before we can obtain a freedom of information release (FOI) or your international movement records.

MARKETING AND PRIVACY

As part of our service to you, we may use personal information we have collected about you to identify a product or service that may benefit you.

The GLOBAL ENTERPRISES GROUP business you deal with may contact you from time to time to let you know about new or existing products or services. It may also disclose your personal information to related GLOBAL ENTERPRISES GROUP entities or business partners to enable them to tell you about a product or service.



You can contact the relevant GLOBAL ENTERPRISES GROUP business you deal with at any time if you do not want to receive marketing information from them. The relevant contact details for each relevant GLOBAL ENTERPRISES GROUP business is as follows:

Global Enterprises Group Pty Ltd: call 1300 881 604 or email admin@globalenterprisesgroup.com

MANAGING YOUR PERSONAL INFORMATION

GLOBAL ENTERPRISES GROUP protects your personal information from misuse and loss. We also protect it from unauthorised access, modification and disclosure by ensuring that your personal information can only be accessed by people properly authorised to have access.

GLOBAL ENTERPRISES GROUP may store your personal information in hardcopy documents or electronically. GLOBAL ENTERPRISES GROUP maintains physical security, such as locks and security systems, over our paper stores and premises. GLOBAL ENTERPRISES GROUP also has relationships with 3rd parties for security, such as Salesforce and Dropbox.

Protecting your privacy

We require you to keep your personal identification details and passwords / access codes for our online portals and apps confidential and secure at all times. This means that you should not disclose your personal identification details and passwords / access codes to any other person. You should contact GLOBAL ENTERPRISES GROUP immediately if you believe that your personal identification details and passwords / access codes may have been disclosed to another person or if you would like to change your PIN or password.

HOW DO I ACCESS MY PERSONAL INFORMATION?

Subject to some exceptions, you can find out what personal information GLOBAL ENTERPRISES GROUP holds about you. You should contact GLOBAL ENTERPRISES GROUP if you wish to find out about the personal information an GLOBAL ENTERPRISES GROUP company holds about you (see above for our contact details). We will need to verify your identity before giving you access.

We will normally be able to deal with your request immediately. If the request is complex, we will ask you to complete a personal information request form. We can usually deal with such a request within 14 to 30 days.

Depending on the complexity of your request, we may charge a fee for processing the request. Please refer to our fees and charges booklets for our standard fees and charges.

GLOBAL ENTERPRISES GROUP will usually provide access to your information at the office closest to you in order to protect the confidentiality and security of your information. However, you may elect to receive your information by registered mail or courier, where practicable.

In certain circumstances, GLOBAL ENTERPRISES GROUP may not be able to tell you what personal information is held about you. In these circumstances, we will write to you to explain why we cannot provide you with the information and attempt to find alternative means to enable you to access your information.

HOW DO I REQUEST CORRECTION OF MY INFORMATION?

If you believe that the personal information we hold is inaccurate, incomplete or out-of-date, you should contact us.

We will promptly update any personal information that is inaccurate, incomplete or out of date. If you ask GLOBAL ENTERPRISES GROUP to correct information that we have received through 3rd parties (such as government agencies), we will consult with you about the accuracy of your information, as necessary. If we do not agree that your information is inaccurate, incomplete or out of date, we will write to you and tell you the reason(s) why we do not agree with you. We will also tell you what you can do if you are not satisfied with our response.



RESOLVING YOUR CONCERNS

You are entitled to complain if you believe that your privacy has been compromised or that GLOBAL ENTERPRISES GROUP has breached the Privacy Act, or an applicable code.

If you have a privacy complaint, you can contact the person, GLOBAL ENTERPRISES GROUP company office that you have been dealing with. Alternatively, you can lodge a complaint via email at admin@globalenterprisesgroup.com.

Managing your complaint

If you make a complaint, GLOBAL ENTERPRISES GROUP will respond within 48 hours to let you know who is responsible for managing your complaint. GLOBAL ENTERPRISES GROUP will try to resolve your complaint within 10 working days. When this is not possible, GLOBAL ENTERPRISES GROUP will contact you within that time to let you know how long we will take to resolve your complaint.

GLOBAL ENTERPRISES GROUP will investigate your complaint and will make a decision about your complaint and write to you to explain our decision.

