

Privacy Policy

Cooma Call Centre understands the importance our clients place on the discreet and confidential handling of their personal information and we pride ourselves on security of data, networks and the physical environment.

We acknowledge and respect the privacy of all individuals and client organisations and as such information is treated as strictly confidential and will only be used for the purpose for which it is intended.

We comply with the requirements of the Privacy Act 1988 and the National Privacy Principles contained in the Act when dealing with all business activities undertaken at the Cooma Call Centre to the extent that they involve the collection, use, disclosure and/or handling of personal or company information

According to Privacy Principles Cooma Call Centre will not use or disclose personal information without first obtaining the individual's consent. Personal information that we collect and use may include your name, date of birth, current address, e-mail address, telephone number and other means of personal identification.

You have the right to access your personal information and records, subject to certain exceptions provided for in the Privacy Act. If you require access to your personal information, please contact us. For security reasons, you will be required to put your request in writing and provide proof of identity. Other people may have access to your records only with your written permission.

You have the right to have your privacy complaints investigated and resolved. Should you have any concerns or have a complaint with the way your personal information is collected, used or disclosed, please contact us.

A full copy of our Privacy Statement is available by contacting the Cooma Call centre Manager.