

MHN DESIGN UNION

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MHN Design Union Privacy Policy

Introduction

MHN Design Union (MHNDU) is committed to protecting your privacy and complying with applicable data protection and privacy laws. This Privacy Policy outlines our approach to the protection of personal information, as under the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs).

This document sets out how MHNDU collects, holds, uses, and discloses personal information in the performance of our business activities.

What is Personal Information?

According to the Privacy Act, personal information means information or an opinion, whether true or not, and whether recorded in a material form or not, about an identified individual or an individual who is reasonably identifiable.

Employee Records

This policy does not apply to the collection, holding, use or disclosure of personal information that is an employee record. An employee record is a record of personal information relating to the employment of an employee. Examples include health information, engagement, training, disciplining, resignation, termination, terms and conditions of employment, performance, and conduct.

Kinds of Information Collected and Held

MHNDU collects personal information that is reasonably necessary for one or more of our functions or activities. The type of information that MHNDU collects and holds may depend on your relationship with the company, including:

Candidate:	For candidates seeking employment with MHNDU, the company may collect and hold information including their name, address, email address, contact telephone number, gender, employment history, references, resume, qualifications and portfolio materials.
Clients:	For clients of MHNDU, the company may collect and hold information including a client's name, address, email address, contact telephone number, and gender.
Supplier:	For suppliers of MHNDU, the company may collect and hold information including their name, address, email address, contact telephone number, business records, billing information, and information about goods and services provided.
Referee:	For referees of candidates being considered for employment by MHNDU, the company may collect and hold information including their name, contact details, current employment information and professional opinion of the candidate.
Sensitive Information:	MHNDU will only collect sensitive information where consent has been obtained, and when the information is reasonably necessary for one or more of the company's functions or activities. Sensitive information includes, but is not limited to, criminal record or health information. It is optional for individuals to supply sensitive information.

How Personal Information is Collected and Held

MHNDU must collect personal information only by lawful and fair means. The company will collect personal information directly from the individual, if it is reasonable or practicable to do so.

We collect personal information in various ways, including:

- Through in-person meetings and interviews
- Through telephone and email communications
- From job applications, including portfolios
- Through our website
- From third parties or publicly available sources

When MHNDU collects personal information through publicly available information sources, it will manage such information in accordance with the APPs.

Unsolicited Personal Information is personal information that the company receives, which it did not solicit. Unless the company determines that it could have collected the personal information in line with the APPs or the information is contained within a Commonwealth record, it must destroy the information to ensure it is de-identified.

Purposes for Collecting, Holding, Using and/or Disclosing Personal Information

MHNDU will collect personal information if it is reasonably necessary for one or more of its functions or activities. The main purposes MHNDU collects, holds, uses and/or discloses personal information include:

- Recruitment functions and evaluating job applications
- Client service management
- Project management and delivery
- Training, events and travel
- Surveys and general research
- Business relationship management

MHNDU may also collect, hold, use and/or disclose personal information if consent is obtained, or if required or authorized under law.

Direct Marketing

MHNDU may use or disclose personal information (other than sensitive information) about an individual for the purpose of direct marketing (for example, to distribute company information such as newsletters).

MHNDU may use or disclose sensitive information about the individual for the purpose of direct marketing if they have consented to the use or disclosure of the information for that purpose. Individuals can opt out of receiving direct marketing communications from MHNDU by contacting the Practice Director in writing.

Disclosure of Personal Information

MHNDU may disclose personal information for any of the purposes for which it was collected or where it is under a legal duty to do so. Disclosure will usually be internally and to related entities or to third parties such as contracted service suppliers.

Before the company discloses personal information about an individual to a third party, it will take steps as are reasonable in the circumstances to ensure that the third party does not breach the APPs in relation to the information.

Access to Personal Information

If MHNDU holds personal information about an individual, they may request access to that information by making a written request to the privacy officer. The company will respond to any request within a reasonable period; a charge may apply for giving access to the personal information.

There are certain circumstances in which the company may refuse to grant access to the personal information. In such situations, the company will give the requestor written notice that sets out:

- The reasons for the refusal; and
- The mechanisms available to make a complaint.

Reasons for refusing to grant access to personal information can include but are not limited to:

- Situations when providing the information could cause threat to the life, health or safety of the individual or an associated individual
- Circumstances where it is unlawful to do so
- Where the information relates to an existing or anticipated legal proceeding

Correction of Personal Information

If MHNDU holds personal information that is inaccurate, out-of-date, incomplete, irrelevant or misleading, it must take steps as are reasonable to correct the information.

If MHNDU holds personal information and the individual makes a written request to the privacy officer to correct the information, the company must take steps as are reasonable to correct the information. The company will respond to any request within a reasonable period.

There are certain circumstances in which the company may refuse to correct the personal information. In such situations, the company will give the requestor written notice that sets out:

- The reasons for the refusal; and
- The mechanisms available to make a complaint.

If MHNDU corrects personal information that has previously been supplied to a third party, the requestor can ask that the third party be notified of the correction. The company will take such steps as are reasonable to give that notification unless impracticable or unlawful to do so.

Integrity and Security of Personal Information

MHNDU will take such steps as are reasonable in the circumstances to ensure that the personal information that it collects is accurate, up-to-date and complete. It will also ensure that the personal information that it uses or discloses is, having regard to the purpose of its use, accurate, up-to-date and complete.

MHNDU will take steps as are reasonable in the circumstances to protect the personal information from misuse, interference, loss and from unauthorized access, modification or disclosure.

If the company holds personal information that it no longer needs to be used or disclosed, is not contained in any Commonwealth record, and the company is not required by law to retain the information, it will take such steps as are reasonable in the circumstances to destroy the information or to ensure it is de-identified.

Anonymity and Pseudonymity

Individuals have the option of not identifying themselves, or using a pseudonym, when dealing with MHNDU in relation to a particular matter such as when making an enquiry or complaint. This does not apply:

- Where MHNDU is required or authorized by or under an Australian law, or a court/tribunal order, to deal with individuals who have identified themselves; or
- Where it is impracticable for the company to deal with individuals who have not identified themselves or who have used a pseudonym.

However, in some cases if a person does not provide the company with their personal information when requested, the company may not be able to respond to their request or provide them with the goods or services they are requesting.

Complaints

Individuals have a right to complain about MHNDU's handling of their personal information if they believe the company has breached the APPs.

Those who wish to make such a complaint to MHNDU should first contact the Practice Director in writing. The complaint will be dealt with in accordance with the company's Grievance Handling procedure and the company will provide a response within a reasonable period.

If an individual is unhappy with the response to their complaint, they may refer the complaint to the Office of the Australian Information Commissioner.

Contact Information

If you have any questions or concerns about this Privacy Policy or how MHNDU handles your personal information, please contact:

Tanya Awadallah
Director
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Email: mhndu@mhndu.com
Phone: 02 9101 1111

Policy Information

****Applies To:**** All staff
****Policy Owner:**** Practice Director
****Effective Date:**** May 12, 2025
****This Revision:**** Rev B
****Related Information:****
- Employment Agreement
- Fair Work Act 2009
- Privacy Act 1998

Scope

The version of this policy applies from the sign-off date by the Approver. It replaces all previous versions and should be read in conjunction with all current policies and procedures and relevant legislation. Queries in regard to content of this policy are to be referred to the Nominated Director. This policy will be reviewed regularly, and modified as required, to reflect changes in company policy, best practice and compliance with the relevant legislation