

Resolution Pathways Privacy Policy

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Why you should read this privacy policy

Resolution Pathways collects and uses personal information to resolve disputes.

It is important you understand how we collect and use your personal information.

We explain below what information is considered personal.

Why Resolution Pathways needs your personal information

We are an external dispute resolution service. Your personal information is part of what is necessary to assist us in resolving a dispute or issue in which you may be involved.

Resolution Pathways will collect personal information:

- Directly from you by email
- Through our Elker portal
- By talking to one of our team
- From APRA AMCOS or OneMusic or a person or persons who you may be in dispute with you

What does this policy cover?

This privacy policy (Policy) covers all personal information collected, held, used and disclosed by or on behalf of Resolve Advisors Pty Limited which provides the services for Resolution Pathways.

It also covers all Resolution Pathways' activities, including operating our website at www.resolutionpathways.com.au and sharing your information as described on pages 6-7 below.

What is personal information?

Resolution Pathways is serious about meeting its privacy obligations. We are committed to ensuring that we handle personal information in compliance with the Australian Privacy Principles (APPs) contained in the Commonwealth Privacy Act 1988.

The Privacy Act describes “personal information” as information or opinion about an identified individual, or an individual who is reasonably identifiable, whether the information or opinion is true or not, and whether the information or opinion is recorded in a material form or not.

This Policy sets out:

1. The kinds of personal information that Resolution Pathways collects and holds
2. How Resolution Pathways collects and holds personal information
3. The purposes for which Resolution Pathways collects, holds, uses and discloses personal information
4. How you may access personal information about you that is held by Resolution Pathways and seek correction of it
5. How you may complain about a breach of the APPs and how Resolution Pathways will deal with such a complaint
6. The circumstances in which personal information is likely to be disclosed to overseas recipients and the countries in which such recipients are likely to be located



Collection of your personal information

►► Resolution Pathways collects and holds personal information to:

1. Provide our dispute management and resolution services
2. Fulfil our legal obligations
3. Keep our clients informed of our activities and services

Types of information

The kinds of personal information that Resolution Pathways commonly collects and holds include:

1. Client names, pseudonyms, telephone numbers, email addresses, address, gender, date of birth, Aboriginal and Torres Strait Islander (ATSI) status, bank account
2. Information relating to the dispute and the disputing parties, including contractual and business information
3. Other information which is reasonably necessary for, or directly related to, our services or activities

You may also share other kinds of personal information with Resolution Pathways in connection with using our services or when providing feedback (including complaints) in relation to our services.



Cookie Policy

The Website uses cookies and third-party analytics tools such as those provided by Google to improve your experience, ensure that our online services function correctly (such as enabling you to log-in to sections of the Website) and to provide Resolution Pathways with information about how you use our Website.

The analytics tools provided by Google places or accesses cookies on your device, which allow them to monitor your use of our Website and, where you have an account with those services, may allow them to identify you.

Information regarding Google's cookies, including its privacy policies and information about opting out is available on its website:

<https://policies.google.com/technologies/partner-sites>

The web browser or device you use may offer settings that allow you to choose whether cookies are accepted or to delete them.

More information about these controls will be available in the help material for your browser or device.

Certain parts of the Website may not work properly if you disable cookies.

Certain third party services also permit you to opt out of analytics and targeted advertising such as <http://www.aboutads.info/choices> and <http://www.youronlinechoices.eu/>



How Resolution Pathways uses and discloses your personal information

►► Resolution Pathways may use and disclose your personal information for the purposes for which it has been collected, or, if you consent in advance, for other specified purposes.

People we may share your personal information with

Depending on the service, your personal information may be disclosed to:

1. Consultants we have engaged in respect of your matter (for example, professional mediators or other experts)
2. Specialist advisers who have been engaged to provide Resolution Pathways with legal, administrative, financial, insurance, or other services
3. Regulatory bodies which oversee or impact on our operations, including the Australian Competition and Consumer Commission
4. Members of the Resolution Pathways Stakeholder Group and Governance Committee
5. External service providers (for example, in relation to their storage and management of databases, management of website and email traffic and processing of credit card information)
This disclosure will always be made on a confidential basis and such service providers will be limited in their use of your information to the purpose of Resolution Pathways' activities only
6. Any other person authorised by you, as specified by you, such as your agent or manager

Some dispute resolution pathways used by Resolution Pathways need information sharing to work. Resolution Pathways will discuss our disclosure practices in relation to that pathway ahead of committing you to it.

Sharing personal information when required by law

Resolution Pathways may use or disclose your personal information if:

1. Authorised or required by an Australian law or an order by a court or tribunal
2. Resolution Pathways reasonably believes that the use or disclosure is necessary to take appropriate action in relation to suspected unlawful activity or misconduct
3. Resolution Pathways reasonably believes that the use or disclosure is reasonably necessary for one or more enforcement related activities conducted by, or on behalf of, an enforcement body
4. Reasonably necessary for the establishment, exercise or defence of a legal or equitable claim
5. Resolution Pathways reasonably believes that the use or disclosure is necessary to lessen or prevent a serious threat to life, health or safety and it is unreasonable or impracticable to obtain your consent
6. Resolution Pathways reasonably believes that the use or disclosure is reasonably necessary in order to locate a person reported as missing

Where Resolution Pathways discloses personal information to third parties as described above, it will be handled as confidential information on the terms of the third parties' privacy policies.

Your consent to Resolution Pathways using your personal information

You may give Resolution Pathways your consent expressly, or it may be implied by your conduct.

For example, by providing your contact number when asking for a dispute to be resolved, you consent to the Resolution Pathways Facilitator sharing your number with the person responsible for resolving your dispute.

Resolution Pathways may, from time to time, send you material using your personal information that it considers will be useful to you, or other material about our activities.

If you do not wish to receive this information, you can let us know and we will stop sending it to you within a reasonable period of time.

How Resolution Pathways looks after your personal information

Once collected, Resolution Pathways holds personal information in a number of different formats, including (but not limited to) software programs (located both onsite and offsite, including in the cloud), databases, filing systems and in offsite backup storage.

Resolution Pathways takes reasonable steps to protect your personal information from loss, unauthorised access, modification, disclosure, interference or other misuse.

Sensitive personal information

The Privacy Act imposes special obligations where sensitive information (including information relating to your racial or ethnic origin, membership of political bodies, religion or trade unions, sexual preferences or activities, criminal record, state of health or medical history) is collected, used and disclosed.

Resolution Pathways may collect some forms of sensitive information, including your ATSI status, your membership of a trade union (e.g. Media, Entertainment and Arts Alliance) or professional association (e.g. Australian Songwriters Association).

Resolution Pathways will not collect sensitive information about you unless you consent (we take your provision of the information to be consent to its collection), and the information is reasonably necessary for one or more of our functions or activities.

If Resolution Pathways holds any sensitive personal information about you, that information will only be used and disclosed by Resolution Pathways for the purpose that it was provided by you.



Access to your personal information or corrections

At any time, you may request access to personal information about you that Resolution Pathways holds by contacting our Resolution Facilitator at office@resolutionpathways.com.au attention to Resolution Facilitator.

Resolution Pathways will process your request within a reasonable time. If Resolution Pathways is not legally required to provide access to the personal information requested and do not exercise the discretion to do so, we will let you know our reasons.

You can use the same process if you need to correct any information.

Resolution Pathways will generally comply with requests to correct personal information, however if we refuse, we will give you a written notice explaining our reasons for refusal and the means by which you can make a complaint.

Dealing with complaints

If you have a complaint about Resolution Pathways' breach of the APPs to the extent the APPs apply, you should contact the Resolution Facilitator at office@resolutionpathways.com.au

Resolution Pathways will investigate your complaint and respond to you within a reasonable time and in accordance with our legal obligations. We will take any necessary corrective actions promptly.

Changes to this Policy

Resolution Pathways may amend this Policy from time to time, and the amended Policy will be published on the Website. Any changes will be effective from the date they are posted on this page.

For further information about privacy issues, see the Office of the Australian Information Commissioner's website at www.oaic.gov.au