

Introduction

Vigilant Security ("we," "us," or "our") is committed to protecting the privacy of our clients, employees, and any individuals who interact with our services. This Privacy Policy outlines how we collect, use, disclose, and manage personal information in compliance with the Privacy Act 1988 (Cth).

1. Collection of Personal Information

We only collect personal information that is necessary for our business operations and to provide security services. The types of personal information we may collect include, but are not limited to:

- Contact information (e.g., name, address, phone number, email address)
- Employment details (e.g., resumes, qualifications, employment history)
- Identification details (e.g., driver's license, passport)
- Financial information (e.g., bank account details for payroll purposes)
- Surveillance footage and access logs from security systems

2. Use of Personal Information

We use personal information for purposes such as:

- Providing and managing our security services
- Communicating with clients and employees
- Ensuring compliance with legal and regulatory requirements
- Enhancing the safety and security of our clients and their properties
- Managing and resolving complaints and disputes
- Recruiting and managing personnel

3. Disclosure of Personal Information

We may disclose personal information to third parties for purposes directly related to the provision of our services or as required by law. These third parties may include:

- Law enforcement agencies and government authorities
- Our professional advisors (e.g., accountants, lawyers)
- Subcontractors and service providers who assist us in delivering our services
- Any other entity with the individual's consent or as authorised by law

4. Data Security

We take reasonable steps to protect personal information from misuse, interference, loss, unauthorised access, modification, or disclosure. These steps include:

- Implementing physical security measures (e.g., secure offices, locked filing cabinets)

- Using electronic security measures (e.g., encryption, access controls, secure servers)
- Regularly reviewing and updating our security practices

5. Access and Correction of Personal Information

Individuals have the right to request access to their personal information held by us and to request corrections if they believe the information is inaccurate, out-of-date, incomplete, irrelevant, or misleading. To make a request, please contact us using the contact details provided below. We will respond to requests within a reasonable time frame.

6. Anonymity and Pseudonymity

Where it is practicable and lawful, individuals may choose to interact with us anonymously or under a pseudonym. However, this may limit our ability to provide certain services.

7. Complaints and Inquiries

If you have any questions or concerns about this Privacy Policy or our handling of personal information, please contact us. We take complaints seriously and will respond promptly to resolve any issues.

8. Changes to this Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our practices or relevant laws. We will notify individuals of any significant changes by posting the updated policy on our website and, where appropriate, through direct communication.

Contact Us

If you have any questions about this Privacy Policy or wish to make a request or complaint, please contact us at:

Vigilant Security & Investigation
Attn: Privacy Officer
Email: admin@vigilantsecurity.com.au