

Privacy Policy

Commitment to privacy

Privacy is very important to **Dahlia Australia Pty Ltd ABN 22 673 820 267** trading as 'Dahlia Migration'. We are required to comply with the [Australian Privacy Principles](#) and our Professional [Code of Conduct](#) and therefore our privacy policy applies to any personal information we collect, use or disclose.

What is Personal Information and why we collect it?

Personal Information is information or an opinion that identifies an individual. The types of Personal Information we collect may include, but are not limited to:

- Your name, date of birth, marital status, photograph if required for an application
- Your contact details i.e. Addresses, email addresses, phone numbers
- Your work details including employer and job title
- Your credit card details or other payment details (via a third-party processor)
- Information including your opinions, preferences and details of services your inquiring about or have been provided with
- Additional Personal Information, directly or indirectly that you provided to us, through your use of our services, associated applications and social media platforms and/or accounts from where you permitted us to collect information
- Sensitive information as set out below

Sensitive Information

Sensitive Information is defined in the Privacy Act to include information or opinion about such things as an individual's racial or ethnic origin, political opinions, membership of a political association, religious or philosophical beliefs, sexual orientation or practices membership of a trade union or other professional body, criminal record or health information.

Sensitive Information will be used by us only:

- For the primary purpose for which it was obtained
- For a secondary purpose that is directly related to the primary purpose
- With your consent; or where required or authorised by law.

How and why we collect Personal Information

This Personal Information is obtained directly or indirectly in many ways including

- interviews
- correspondence
- by phone
- by email
- via our website www.dahliamigration.com.au
- from your website (if applicable)
- from media and publications
- from other publicly available sources and from third parties.

We collect your Personal Information for the primary purpose of providing our services to you, providing information to our clients and marketing. We may also use your Personal Information for secondary purposes closely related to the primary purpose, in circumstances where you would reasonably expect such use or disclosure.

When we collect Personal Information we will, where appropriate and where possible, explain to you why we are collecting the information and how we plan to use it.

How we use and disclose Personal Information

We do not use or disclose Personal Information for any purpose that is unrelated to the services we provide and that you would not reasonably expect (except with client consent). We have a duty to maintain the confidentiality of our clients' affairs, including Personal Information. Our duty of confidentiality to our clients applies, except where disclosure of Personal Information is consented to by the client or is compelled by law.

Client Personal Information may be disclosed to approved third parties who are also required to comply with the Australian Privacy Principles.

Security of your Personal information

We endeavour to protect any Personal Information that we hold from misuse and/or loss, and to protect it from unauthorised access, modification and/or disclosure.

Access to your Personal Information

You may access the Personal Information we hold about you and to update and/or correct it, subject to certain exceptions. If you wish to access your Personal Information, please contact us in writing.

You may be charged with an administrative fee for providing a copy of your Personal Information.

In order to protect your Personal Information we may require identification from you before releasing the requested information.

Maintaining the Quality of your Personal Information

It is important to us that your Personal Information is up to date. We will take reasonable steps to make sure that your Personal Information is accurate, complete and up-to-date. If you find that the information we have is not up to date or is inaccurate, please advise us as soon as practicable so we can update our records and ensure we can continue to provide quality services to you.

Links to other websites

Our website contains links to other parties' websites, which we do not have any control over. We therefore don't guarantee these website links or policy of authorised third parties. We are not accountable for the protection and privacy of any of your Personal Information that you provide while visiting or using those websites.

Amendments

This Policy may change from time to time, at our discretion, and is available on our website. We highly recommend you check our website regularly to ensure you are aware of our current Privacy Policy.

Contact us

If you have any other query relating to our privacy policy, please contact us.