

PRIVACY & DISCLAIMER STATEMENT

The information you obtain from this site is not, nor is it intended to be, legal advice. You should consult an Immigration Lawyer for individual advice regarding your own situation.

James Tan Immigration Consultants is committed to the National Privacy Principles as set out in the Privacy Act 1988 as amended and has developed the following in accordance with the Act.

Our Commitment To Protecting Your Privacy

We understand the importance of privacy and we are committed to protecting your privacy, in addition to the privacy of any information that you provide to us. This Privacy Statement explains our policy in regard to any personal information you supply to us in the course of your professional dealings with us. This Privacy Statement is relevant to all our business dealings with you, including via our websites and email system and how your personal information may be used.

Collecting Personal Information

We collect your personal information only when you have voluntarily provided it to us. We may collect personal information from you when you are requesting information or when you instruct us to provide you with legal services. You could supply this information through various methods, these could include via electronic submission (email or website), postage or through attendance at any of our offices. We may collect your personal information if you have business dealings with us. More specifically, the personal information that we may collect includes, and is not limited to, the following:

- Your name and address, email address, telephone and facsimile numbers.
- Your job description and employer details.
- The content of any application form you submit.
- The content of any electronic forms you submit via our websites requesting information or to provide you with advice or services.
- Any messages or comments you submit to us (via facsimile, email, postage, telephone or in person).
- Information collected when you participate in any surveys (either online or via telephone).
- Your family history and situation.

How Your Information Is Used

We do not sell, rent or trade personal information about you. We will use or disclose your personal information:-

- In accordance with the Privacy Act 1988 as amended.
- In accordance with this privacy policy statement.
- To provide you with the product(s) or service(s) you have requested.
- To communicate with you in respect to your request for information or service(s).
- For the purpose(s) for which it was collected or for related purpose(s) which you would reasonably expect and will consent to.
- To provide you with information relating to us or promotional details about our services or products which may be of interest or benefit to you.
- To proceed as directed by you in respect of any information or service.

When acting upon your instructions we may be required to disclose your personal information to service providers, agents, contractors or strategic partners, to assist us in providing you with our services or information. There is a requirement that this privacy policy statement is continued by these third parties to protect your personal information.

Security of Information Collected

We will take all reasonable steps to prevent misuse, loss, unauthorised access, modification or disclosure to ensure the security of personal information provided to us. More specifically, the process used to protect the personal information that we may collect includes, and is not limited to, the following:-

- Restriction of physical access to our offices.
- Restriction of physical access to individual files.
- Secured database information in relation to all files and matters.
- Secure off site archiving and destruction service by accredited provider.
- Secure storage of all file and matter materials.
- Electronic firewalls and password access to all electronic storage media.

We cannot guarantee that information exchanged via the Internet or other electronic means may not be accessed by people other than the intended party. Therefore if you send any personal information to us via the Internet or other electronic means it is sent at your own risk of disclosure.

Access to Personal Information Collected

If you wish to access personal information we hold about you on our current records, we can provide you with a copy of the relevant information without charge for the cost of providing this type of access to these records, depending upon the amount of burden placed on our administration to recover the information. Please be aware that access to other records may incur costs relevant to the recovery of such records dependent upon the burden placed upon our administration to recover such information. We may deny your request in some circumstances. In the event that this occurs appropriate reasons will be given to explain the denial of access.

Accuracy of Personal Information

If you believe that personal information we hold about you is inaccurate, please contact our Privacy Officer and we will endeavour to take all reasonable steps to ensure that it is corrected.

Links from websites

Our websites contain links to other Internet sites or organisations that may be of interest to you. These other sites are not subject to this Privacy Policy Statement. You should check these sites for appropriate privacy policies or statements.

Contact us

If you have any questions or feedback about privacy, or if you wish to make a complaint about how we have handled your personal information, or request access to your information please contact us either by email or by post or by telephone.