



CREATING DRUG-FREE ENVIRONMENTS

TDDA EXTERNAL PRIVACY POLICY (PRIEXT)

This following document sets forth the Privacy Policy for The Drug Detection Agency (TDDA) and website: www.tdda.com

TDDA is committed to providing you with the best possible customer service experience. TDDA is bound by the Privacy Act 1988 (Cth) in Australia and the Privacy Act 1993 in New Zealand which sets out several principles concerning the privacy of individuals.

Collection of your personal information (website & Mobile App)

There are many aspects of the site which can be viewed without providing personal information, however, for access to future TDDA customer support features you are required to submit personally identifiable information. This may include but not limited to a unique username and password, or provide sensitive information in the recovery of your lost password.

Collection of your personal information (General)

In New Zealand, all information collected in the course of TDDA business is collected in accordance with The Privacy Act 1993, The Health Information Privacy Code (HIPC) and In Australia, The Privacy Act 1988, Australian Privacy Principles.

In relation to the collection of donor (a person providing a specimen for drug testing) information (either in written or electronic form) for the purposes of facilitating a drug and alcohol test, the personal information is deemed as being health information (sensitive information) and as such is afforded the relevant security provisions including (but not limited to):

- TDDA only collects sufficient information that is relevant to the requested drug and/or alcohol test (namely name; date of birth; form of identification; declared medication; test result)
- The information is collected for the purposes set out in the TDDA testing form
- In relation to a drug and alcohol test, any donor refusal to supply correct (or any) information may invalidate the testing process
- The collected information may only be disclosed to the parties listed (and as agreed by the donor by signing) on the consent portion of the TDDA testing form
- Any corrections to supplied information or complaints will be dealt with by TDDA in a respectful and timely manner (and in accordance with TDDA's complaints Policy).
- No identifiable donor information will be stored within any statistical reporting database
- Any donor may contact TDDA, to discuss their individual information, using contacts as listed below

Sharing of your personal information

We may occasionally hire other companies to provide services on our behalf, including but not limited to handling customer support enquiries, processing transactions or customer freight shipping. Those companies will be permitted to obtain only the personal information they need to deliver the service. TDDA takes reasonable steps to ensure that these organisations are bound by confidentiality and privacy obligations in relation to the protection of your personal information.

Use of your personal information (Website & APP)

For each visitor to reach the site, we expressly collect the following non-personally identifiable information, including but not limited to browser type, version and language, operating system, pages viewed while browsing the Site, page access times and referring website address. This collected information is used solely internally for gauging visitor traffic, trends and delivering personalised content to you while you are at this Site.

From time to time, we may use customer information for new, unanticipated uses not previously disclosed in our privacy notice. If our information practices change at some time in the future we will only use for these new purposes, data collected from the time of the policy change forward will adhere to our updated practices.

For all information collected during normal business activity of TDDA is collected in accordance with the TDDA records policy. Donor information will only be used for the purpose that it has been collected and use for any other purpose (e.g. research) is not permitted without the express permission of the donor.

Those requirements are subject to but not limited to:

- Privacy Act 1988
- Information Privacy Act (State Variation)
- Right to Information Act 2009 – Queensland
- Government Information Act 2009 NSW
 - Public Records Act 2002
 - AS ISO 15189:2012 section 4.13 Quality and technical records.
 - AS ISO 15489—2002 Records management
 - National Privacy Principles,
 - Requirements for the Retention of Laboratory Records and Diagnostic Material NPAAC (2009); and
 - Requirement for Information Communication NPAAC (2009).

This list is not exhaustive.

Changes to this Privacy Policy

TDDA reserves the right to make amendments to this Privacy Policy at any time. If you have objections to the Privacy Policy, you should not access or use the Site or seek clarification from TDDA listed below.

Accessing Your Personal Information

You have a right to access your personal information, subject to exceptions allowed by law. If you would like to do so, please let us know. You may be required to put your request in writing for security reasons. TDDA reserves the right to charge a fee for searching for, and providing access to, your information on a per request basis.

Contacting us

TDDA welcomes your comments regarding this Privacy Policy. If you have any questions about this Privacy Policy and would like further information, please contact us by any of the following means during business hours Monday to Friday.

Call: +64 9 4794332

Post:

TDDA

P.O Box 300647

Albany, 0752

Attn: Risk & Compliance Manager

Or complete the “make an enquiry” page located on the homepage of the TDDA website (www.tdda.com).

