

1. Policy

1.1. Introduction

EGroup Protective Services Group Pty Ltd (“EGroup”) is committed to protecting the privacy of personal information in accordance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs).

This Privacy Policy outlines how we collect, use, disclose, store, and manage personal information in the course of providing security services across Australia.

2. What Personal Information We Collect

We may collect and hold the following types of personal information:

2.1 Clients and Visitors

- Full name, address, email, and phone number
- Identification details (e.g. driver’s licence, passport where required)
- CCTV footage and security logs
- Incident and access reports

2.2 Employees and Contractors

- Personal identification and contact details
- Employment history, qualifications, and licences (e.g. security licences)
- Payroll, banking, and tax information
- Health or medical information (where required for employment)
- Background checks (including police checks where required by law)

2.3 Website Users

- IP address and browser information
- Cookies and website usage data

3. How We Collect Personal Information

We collect personal information through:

- Direct interactions (forms, emails, phone calls, job applications)
- Security operations (CCTV, incident reporting, access control systems)
- Third parties (recruitment agencies, referees, government bodies)
- Our website and digital platforms

Where reasonable and practicable, we collect information directly from the individual.

4. Why We Collect and Use Personal Information

We collect and use personal information to:

- Provide security services to clients
- Manage site access control and safety
- Investigate incidents and maintain records
- Employ and manage staff and contractors
- Comply with legal and regulatory obligations
- Improve our services and operations

5. Disclosure of Personal Information

We may disclose personal information to:

- Clients and site operators
- Law enforcement agencies and government authorities
- Regulatory bodies (e.g. licensing authorities)
- Payroll providers, IT service providers, and contractors
- Insurers and legal advisors

We only disclose personal information where it is necessary and permitted under law.

6. Security of Personal Information

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

This includes:

- Secure electronic systems and access controls
- Confidentiality agreements with staff
- Physical security measures
- Secure disposal of records

7. Storage and Retention

Personal information is stored in electronic and/or physical formats and retained only as long as necessary to fulfil its purpose or as required by law.

8. Access and Correction

Individuals have the right to:

- Request access to their personal information

- Request correction of inaccurate or outdated information
- Requests can be made using the contact details below. We may require identity verification before processing requests.

9. CCTV and Surveillance

As a security provider, EGroup operates CCTV and surveillance systems at client sites.

- This may include:
- Video and audio recordings
- Monitoring of site activity for safety and security purposes

All surveillance activities are conducted in accordance with applicable laws and client requirements.

10. Overseas Disclosure

We generally do not disclose personal information overseas.

If we do, it will be in accordance with Australian privacy laws and appropriate safeguards will be implemented.

11. Complaints

If you believe we have breached your privacy, you may lodge a complaint with us.

We will:

- Acknowledge your complaint promptly
- Investigate and respond within a reasonable timeframe

If you are not satisfied, you may contact the Office of the Australian Information Commissioner.

12. Contact Us

EGroup Protective Services Group Pty Ltd

Level 4, Suite 2, Building B, 1 Homebush Bay Drive, Rhodes, NSW, 2138

hr@egroup.com.au

1300 783 001

13. Updates to This Policy

We may update this Privacy Policy from time to time. The latest version will always be available upon request or on our website.

14. Body-Worn Cameras (BWC)

EGroup Protective Services Group Pty Ltd may utilise Body-Worn Cameras (BWCs) as part of its security operations to enhance safety, transparency, and incident reporting.

14.1 Purpose of Use

Body-worn cameras are used to:

- Protect the safety of security personnel, clients, and the public
- Record incidents, interactions, and evidence where necessary
- Support investigations and reporting
- Deter anti-social or unlawful behaviour

14.2 Collection of Personal Information

BWCs may collect personal information in the form of:

- Video and audio recordings
- Images of individuals
- Conversations and interactions

This information may identify individuals and is therefore handled in accordance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles.

14.3 When Recording Occurs

BWC recording may occur:

- During incidents or when a threat is perceived
- When guards are responding to security risks or emergencies
- When directed under client site procedures
- In public or private spaces where lawful and reasonably necessary

Where practicable, individuals may be notified that recording is taking place.

14.4 Use and Disclosure of Footage

BWC footage may be used or disclosed for:

- Internal incident reviews and investigations
- Client reporting requirements
- Legal proceedings or dispute resolution

- Law enforcement purposes

Footage will not be used for purposes unrelated to security operations.

14.5 Storage and Security

All BWC recordings are:

- Securely stored in controlled systems
- Access-restricted to authorised personnel only
- Protected from unauthorised access, misuse, or disclosure

14.6 Retention and Deletion

BWC footage is retained only for as long as necessary, including:

- In line with legal and contractual obligations
- For evidentiary purposes where required
- Footage that is no longer required will be securely deleted or destroyed.

14.7 Access to Footage

Individuals may request access to footage containing their personal information, subject to:

- Verification of identity
- Legal restrictions or exemptions
- The privacy rights of other individuals

14.8 Compliance with Surveillance Laws

EGroup ensures that all use of body-worn cameras complies with applicable State and Territory surveillance and workplace laws, including but not limited to:

- Surveillance Devices Act 2007
- Workplace Surveillance Act 2005

14.9 Misuse of Equipment

Unauthorised use, access, or disclosure of BWC footage by employees or contractors may result in disciplinary action, including termination of employment, and potential legal consequences.

15. Non-Compliance

Non-compliance with this policy may lead to disciplinary action which may include termination of employment.