



Lexical Ventures Pty Ltd t/a SMARTdocs

ACN 607 906 338
ABN 70 607 906 338

Privacy Policy

Lexical Ventures Pty Ltd (Lexical Ventures) and entities controlled by it are committed to providing quality services and to protecting the privacy and confidentiality of information collected from clients. In providing its services, Lexical Ventures commits to compliance with the Australian Privacy Principles (APPs) contained in the *Privacy Act 1988* (Cth) and other applicable privacy laws and codes which govern the collection, use, handling and disclosure of personal and sensitive information.

A copy of the Australian Privacy Principles may be obtained from the website of The Office of the Australian Information Commissioner at www.aoic.gov.au.

Collection: Lexical Ventures collects information from its clients by electronic means and other media. Information may include names, addresses, or other identifying particulars of individuals or corporations and personal and sensitive information about them.

Purpose of Collection: The information is collected by Lexical Ventures and used by it to provide transcription services for its clients.

Security of Information: Lexical Ventures respects the fact that security of information is of paramount importance to its clients and therefore takes all reasonable steps to protect the information from misuse or loss or unauthorised access, notification or disclosure by any means. Transfer of information by Lexical Ventures whether voice or text, is fully encrypted. Lexical Ventures provides its clients with a user name and password to enable them to access its services through its websites, and Lexical Ventures will not under any circumstances disclose the username and password to unauthorised parties. Lexical Ventures data servers are firewall and virus protected. Lexical Ventures records a complete audit trail of all personnel accessing each file. Lexical Ventures employees and third parties are bound by privacy and confidentiality agreements. Lexical Ventures staff are trained in privacy policy and procedures.

Postal Address:
PO Box 2517

BROOKSIDE CENTRE QLD 4053

Telephone: 1300 208 040
Email: smart@smartdocs.com.au
accounts@smartdocs.com.au
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Accuracy of Information: Lexical Ventures takes all reasonable steps to ensure that the information provided to its clients is accurate, complete and up to date. If the information is inaccurate or becomes inaccurate, clients may contact Lexical Ventures immediately and all reasonable steps will be taken to amend the information.

Use and Disclosure of Information: Lexical Ventures uses and discloses the information for the primary purpose for which its clients provide the information. In addition to this purpose, Lexical Ventures also uses and discloses the information for purposes ancillary and consequential to the primary purpose of collection and to this end Lexical Ventures may use the services of service providers, contractors or agents. Where the information is disclosed to such third parties, Lexical Ventures will take all reasonable steps to ensure that the information is held used or disclosed consistent with all applicable privacy laws and codes. It may be that such third parties exist outside the resident jurisdiction of Lexical Ventures clients or their clients. Lexical Ventures will disclose the information to other parties such as Government authorities if validly required by law to do so. Unless and until its clients indicate otherwise, Lexical Ventures will act on the basis that its clients consent to the use of the information in the manner set out in this policy. Lexical Ventures expects that its clients respect and comply with their obligations in relation to the privacy and confidentiality of information collected by them.

Contacting Lexical Ventures: If Lexical Ventures clients have any queries about the information or any aspect of this policy or its procedures, or a concern or complaint, please contact the Lexical Ventures privacy officer at accounts@smartdocs.com.au.