

Privacy Policy

1. Introduction

The Privacy Act 1988 (Cth) require entities bound by the Australian Privacy Principles to have a Privacy Policy. This Privacy Policy outlines the personal information handling practices of Equine Insight Inc.

We will update this Privacy Policy at times when our information handling practices change and publish those changes. This Privacy Policy (and its successors) is accessible from the Health and Safety Management System Manual located in the office.

2. Purpose

Equine Insight Inc recognises the importance of protecting the privacy and the rights of individuals in relation to their personal information. The Australian Privacy Principles and the Information Privacy Principles (Victoria) govern how we can collect, use, hold and disclose your personal information.

What is personal information?

This policy views the term “personal information” as having the same definition as the Privacy Act 1988 (Cth). In general terms, it can be any information that may be used to personally identify you.

What personal information do we collect and hold?

At all times we try to only collect the information we need for the particular function or activity we seek you to carry out a particular activity. The

General information: For general purposes, such as bookings for RLNH activities, this personal information we collect may include: your name; address; telephone number; and email address address.

Social media and your personal information

Equine Insight Inc use social networking services such as Facebook to communicate with the public about our work. When you communicate with us using these social media, we may collect your personal information, but we only use it to help us to facilitate communication with you. The social networking service will also handle your personal information for its own purposes. These services have their own privacy policies. You can access the privacy policies for Twitter, Facebook and YouTube on their websites.

Storing of personal information

RLNH holds all personal information about you securely either electronically or in paper files. All electronic data is retained in password protected files and Both paper and electronic data will be paper files are retained in a locked cabinet. or with password protected files.

Disclosure of personal information

We may only disclose your personal information:

- where we are required by law to do so;
- to other organisations for any authorised purpose with your express consent.

Accessing and correcting your personal information

The Australian Privacy Principles provide you the right to ask for access to personal information that we hold about you and ask that we correct that personal information. You can ask for access or correction by contacting us and we must respond within 30 days. If you ask, we must give you access to your personal information, and take reasonable steps to correct it upon review.

We will ask you to verify your identity before we give you access to your information or correct it. If we make a correction and we have disclosed the incorrect information to others, you can ask us to tell them about the correction.

Your rights to resolving your privacy concerns and complaints

You have legal rights to resolving privacy concerns and complaints under the Australian Privacy Principles and the Information privacy Principles (Victoria). If you have a complaint or concern, please contact us in writing. We will investigate and respond within 14 working days. If you are not satisfied with our response, you may complain to the Office of the Australian Information Commissioner or seek advice from the Office of the Victorian Privacy Commissioner.

The Office of the Australian Information Commissioner can be contacted at:

GPO Box 2999
Canberra ACT 2601
Australia
Telephone: 1300 363 992
Email: enquiries@oaic.gov.au

The Office of the Victorian Privacy Commissioner can be contacted at:

GPO Box 5057
Melbourne Victoria 3001
Australia
DX 210643
Telephone: 1300 666 444
Email: enquiries@privacy.vic.gov.au

Notifiable Data Breaches

When Equine Insight Inc becomes aware of any potential data breach it will contain and assess the data breach to prevent any further compromise of personal information and take appropriate corrective action.

Policy number	HSMS-003.1	Version	1.0
Drafted by	Robert Shaw	Approved on	OCT 2025
Authorised person	Helen Shaw	Scheduled review date	OCT 2027