



CODE OF PRACTICE

PRIVACY, EQUITY, COMPLAINTS

Advance Profitplan requires some personal / organisational information to be collected in order to process orders / services, conduct appropriate checks for credit-worthiness and for fraud, and to research and develop our services. All information will be collected directly from you to ensure accuracy. This information will only be used for the purposes of providing the services and will only be disclosed to credit reporting and fraud-checking agencies, credit providers, government and regulatory authorities as required or authorised by law and our professional advisers, including our accountants, auditors, lawyers. Where you choose not to provide this information we may not be able to deliver some services.

You have a right to access and alter personal information about yourself in accordance with the Privacy Act. All information will be collected by Advance Profitplan and held by Advance Profitplan. All information no longer in use will be destroyed. Information will be maintained in a secure and confidential manner at all times.

All our staff are trained in customer service, equity, cultural and discrimination principles. All of our services are provided in an equitable manner and within a non-threatening, non-discriminatory and safe environment.

If you are unhappy about any service, advice, training, or assessment we've done for you, we encourage you to make contact with the Consultant involved, our office or our Principal Consultant / Trainer. This can be done formally or informally (phone, fax, email, letter). We guarantee we will respond to any concerns raised and work with you to resolve the issues to a mutually accepted solution.

Graham Caddies
Principal Consultant/Trainer/Assessor/Auditor

Date