

Privacy policy.

Purpose:

1. This policy outlines ABC DRS' commitment to maintaining and respecting your privacy. This policy explains what information we collect about you and how we use that information.

What personal information do we collect

2. ABC DRS collects personally identifiable information about individuals to provide our services.
3. The type of personal information we collect may include your name, company or business name, address, telephone number, facsimile number, email address and information relating to the background of your dispute, where applicable. You may also have provided ABC DRS access to your credit card details for the payment of an invoice.

Where do we collect your personal information?

4. ABC DRS collects your information from you or your employer, whether directly or through your or your employer's use of our services.
5. ABC DRS also collects information freely available in the public domain, such as from websites, social media platforms, etc.

How we use your personal information

6. The personal information may be used for ABC DRS business purposes such as:
 - in the normal course of dispute resolution services offered by ABC DRS, e.g. adjudication, mediation, expert determination, arbitration, etc.;
 - reporting to relevant government agencies as prescribed by legislation or for other lawful purposes;
 - marketing of ABC DRS services;
 - marketing of ABC DRS training courses.

Who do we share your personal information with?

7. ABC DRS may disclose personal information if required to do so by a court or government regulatory authority, but otherwise does not share personal information to third parties.

How we protect your personal information

8. Access to the database containing personal information is restricted to ABC DRS staff members with direct responsibility for customer service or management of the website. Authorised staff members are not allowed to share personal information to non-authorised staff or third parties other than noted above.

Your access to and updating of your personal information

9. An individual may request access to his or her personal information held on ABC DRS database. ABC DRS may charge a fee for making such information available including for labour, materials and delivery costs. On request ABC DRS will take such reasonable steps (if any) to correct or update personal information to ensure that, the information is accurate, up to date, complete and not misleading, having regard to the purpose for which the information may be lawfully used.
10. ABC DRS may refuse a request for access to personal information or correction of personal information in certain circumstances, for example, where prevented by law. As soon as possible after receiving a request for access or correction to information ABC DRS will advise the individual of the decision.

Changes to our Privacy Policy

11. ABC DRS reserves the right to change this policy at any time without notice. This policy is not intended to and does not create any contractual or other legal rights in or on behalf of any party.

Opt-Out

12. ABC DRS marketing material provides individuals the opportunity to opt-out of receiving such material.