

PRIVACY POLICY

1. Introduction

First Class Migration Australia Pty Ltd ATF Tester Family Trust (“First Class Migration”, “we”, “our”, or “us”) is committed to protecting the privacy and confidentiality of personal information entrusted to us.

This Privacy Policy explains how we collect, use, store, disclose and protect personal information in accordance with:

- the Privacy Act 1988 (Cth)
- the Australian Privacy Principles (APPs)
- guidance from the Office of the Australian Information Commissioner (OAIC).

This policy applies to all personal information collected through our migration services, website, communications with clients and interactions with third parties.

By engaging our services or providing personal information to us, you consent to the practices described in this Privacy Policy.

2. Regulation by the Migration Agents Registration Authority

First Class Migration provides immigration advice and visa application services through Registered Migration Agents.

Registered Migration Agents in Australia are regulated by the Office of the Migration Agents Registration Authority (OMARA) under the Migration Act 1958 (Cth).

Registered Migration Agents must comply with the Migration Agents Code of Conduct, which requires agents to:

- maintain strict client confidentiality
- act in the best interests of their clients
- keep client information secure
- comply with legal and professional obligations when collecting and using
- personal information.



Under the Code of Conduct, a migration agent must not disclose personal information relating to a client or former client without the client's consent unless required by law.

3. What Personal Information We Collect

We collect personal information necessary to provide migration advice and immigration services.

This may include:

- name and contact details
- date of birth and nationality
- passport and identity documents
- immigration history and visa information
- employment history
- education history
- family details
- financial information relevant to visa eligibility
- information contained in visa application forms
- correspondence with clients and government authorities.

This information allows us to assess visa eligibility, prepare applications and communicate with immigration authorities on your behalf.

4. Sensitive Information Collected for Immigration Services

In order to provide migration services, we may collect sensitive information such as:

- identity verification documents
- police or criminal history records (where required)
- health information for immigration medical requirements
- biometric information collected by government agencies
- immigration compliance history.

Sensitive information is collected only when necessary to provide migration services or where required by immigration authorities.

5. How Personal Information is Collected

We collect personal information through several methods, including:

Directly from you -

- enquiry forms on our website
- visa assessment forms
- client intake forms
- consultations and meetings
- email or phone communications
- document uploads or secure portals.

Through our website -

- contact forms
- appointment bookings
- document submission systems.

From authorised third parties -

With your consent we may collect information from:

- the Department of Home Affairs
- education institutions
- employers
- professional advisors
- authorised representatives.

6. Why We Collect and Use Personal Information

We collect and use personal information to:

- provide migration advice and immigration assistance
- assess eligibility for visas and migration programs
- prepare and lodge visa applications
- communicate with the Department of Home Affairs and other authorities
- verify identity and supporting documentation
- maintain client records
- comply with legal and professional obligations.

We only collect information that is reasonably necessary to provide our services.



7. Use of AI Tools and Technology

We may use digital tools including AI-assisted software and document automation systems to support internal administrative processes.

These tools may assist with:

- drafting communications
- organising documents
- improving workflow efficiency
- preparing internal documentation.

AI tools are used only as support systems. All migration advice and documentation are reviewed by qualified staff.

We take reasonable steps to ensure personal information processed through such systems is handled securely.

8. Disclosure of Personal Information

We may disclose personal information where necessary to provide migration services, including to:

Government agencies -

- Department of Home Affairs
- Australian Border Force
- Administrative Appeals Tribunal.

Professional service providers -

- legal practitioners
- education providers
- translators or interpreters
- medical examination providers.

Technology providers -

- cloud software platforms
- document management systems
- communication systems.

We only disclose personal information when necessary to provide services or where required by law.



First Class Migration Australia
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www.firstclassmigration.com.au

Telephone (Within Australia): 02 9999 6668
Telephone (Outside Australia): +61 2 9999 6668
Email: enquiry@firstclassmigration.com.au

9. Data Storage and Security

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

Security measures include:

- secure cloud storage systems
- password-protected systems
- restricted staff access to client information
- encrypted communications where appropriate
- cybersecurity monitoring and protection.

Only authorised personnel are permitted to access client information.

10. Retention of Client Information

We retain personal information for as long as necessary to:

- provide migration services
- comply with legal and professional obligations
- maintain business records.

When information is no longer required, we take reasonable steps to securely destroy or de-identify the information.

11. Website Data, Cookies and Analytics

When you visit our website, certain technical information may be collected automatically.

This may include:

- IP address
- browser type
- device information
- website usage patterns.

We may use cookies and analytics tools to improve website performance and user experience.

You may adjust your browser settings to decline cookies if you prefer.



12. Accessing or Correcting Your Information

You have the right to request access to personal information we hold about you.

You may also request correction if information is inaccurate or incomplete.

To request access or correction, please contact us using the details below.

13. Privacy Complaints

If you believe your privacy has been breached, you may submit a complaint to us.

We will investigate the matter and respond within a reasonable timeframe.

If you are not satisfied with our response, you may contact the:

Office of the Australian Information Commissioner (OAIC)

<https://www.oaic.gov.au>

14. Contact Us

For privacy enquiries, access requests or complaints please contact:

Michelle Le'Fevre

Managing Director

First Class Migration Australia Pty Ltd ATF Tester Family Trust

Suite 6 / 7-8 Waratah Street

Mona Vale NSW 2103

Australia

Email: michelle@firstclassmigration.com.au

15. Compliance with the Australian Privacy Principles

First Class Migration is committed to complying with the Australian Privacy Principles (APPs), which regulate how organisations handle personal information.

These principles cover:

- transparent management of personal information
- lawful collection and use of data



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- data security
- access and correction rights.
- Our internal systems and procedures are designed to comply with these requirements.



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