



ABN: 83 495 329 891

PRIVACY POLICY

Version 1.0 • Effective: June 2026 • Last Reviewed: June 2026

1. Introduction

Higala Co. (ABN: 83 495 329 891) ('we', 'us', 'our') manages personal information in accordance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs). Higala Co. is a Filipino-Australian founded offshore staff support company that connects Australian businesses with talented offshore professionals across a range of operational, administrative, and digital services.

We only collect personal information that is reasonably necessary for the proper performance of our activities and functions. We do not collect personal information speculatively or without a current and clear purpose.

This policy explains how we collect, hold, use, and disclose personal information, and your rights in relation to that information. If you have any questions about this policy, please contact us at the details provided at the end of this document.

2. Who This Policy Applies To

This Privacy Policy applies to personal information we collect about:

- Client businesses and their representatives who engage Higala Co. for offshore staff support services;
- Prospective clients who enquire about our services;
- Offshore staff and candidates sourced, managed, or placed by Higala Co.;
- Referees who provide references for offshore staff candidates;
- Website visitors and users of our digital platforms.

3. Kinds of Personal Information We Collect

3.1 Clients & Business Representatives

To deliver our services and manage our business relationships, we collect:

- Company name, ABN, registered address, and trading details;
- Contact details of company representatives (name, phone, email, job title);

- Business requirements, workflow descriptions, and service scope documents;
- Billing and payment information;
- Communications and correspondence with us.

3.2 Offshore Staff & Candidates

To assess suitability for roles and manage ongoing placements, we collect:

- Full name, contact details (address, phone, email);
- Work history, qualifications, skills, and professional experience;
- Copies of identity documents and right-to-work documentation;
- References and performance information;
- Tax, payroll, and banking details where applicable;
- Health information relevant to fitness for work (with consent, and only where necessary);
- Copies of certifications, licences, and training credentials.

3.3 Referees

We collect limited information from referees, including:

- Name, role, and contact details;
- Information shared about candidates in the course of providing a reference.

3.4 Website Visitors

When you visit our website (higalaco.com), we may collect:

- IP address, browser type, and device information;
- Pages visited, time and date of visits, and referring URLs;
- Information submitted via contact or enquiry forms.

Some of this information is collected automatically through cookies and analytics tools. See Section 7 (Cookies & Online Tracking) for more detail.

4. Why We Collect Your Personal Information

4.1 Clients

We use client personal information to:

- Establish and manage our business relationship with you;
- Deliver the offshore staff support services you have engaged us for;
- Source, onboard, and manage offshore professionals that meet your requirements;
- Communicate with you regarding your service, invoicing, and support;
- Comply with applicable legal obligations;
- Improve our services and identify other services that may benefit your business.

4.2 Offshore Staff & Candidates

We use this information to:

- Assess suitability for specific roles or types of work;
- Verify identity, qualifications, and right-to-work status;
- Manage placements and ongoing employment or contractor arrangements;
- Administer payroll and compliance obligations;
- Conduct reference and background checks;
- Notify candidates of relevant work opportunities.

4.3 Referees

Referee information is used solely to verify the identity and authority of the referee and to assess the suitability of candidates for particular roles or types of work.

5. How We Collect Personal Information

We generally collect personal information:

- Directly from you, when you fill out forms, submit an enquiry, apply for a role, or communicate with us;
- When you engage us for services and during the delivery of those services;
- From referees, during reference checks;
- From publicly available sources, including professional networking sites (e.g. LinkedIn), business directories, and websites, where relevant;
- Through our website, using cookies and analytics tools (see Section 7).

We take a photograph of offshore staff candidates for identification purposes. This image is stored securely in our Information Record System and used only for identification.

We will not ask you to supply information beyond what is reasonably necessary for our functions.

6. How We Hold and Protect Your Information

6.1 Information Record System

Personal information is held in a secure, cloud-based Information Record System hosted in Australia by a reputable third-party provider. All hard-copy documents containing personal information are scanned and securely digitised, after which hard copies are destroyed.

6.2 Security Measures

We take reasonable steps to protect personal information from misuse, interference, loss, and unauthorised access, modification, or disclosure. Our security measures include:

- Password-protected cloud systems with role-based access controls;
- Unique user logins and audit trails for all staff accessing our systems;

- Regular security audits and data integrity checks performed by our providers;
- Up-to-date antivirus and firewall protections;
- Staff training requirements on privacy obligations before system access is granted;
- Encryption of data in transit and at rest where technically practicable.

We retain personal information only for as long as it is necessary for the purposes for which it was collected, after which it is securely de-identified or destroyed.

7. Cookies & Online Tracking

Our website uses cookies and similar tracking technologies to improve your browsing experience, analyse site traffic, and measure the effectiveness of our online presence. Cookies may be set by us or by trusted third-party analytics providers.

The types of cookies we use include:

- Essential cookies – required for basic site functionality;
- Analytics cookies – to understand how visitors use our site (e.g. pages visited, session duration);
- Marketing cookies – to measure the reach of our content and campaigns.

We do not use cookies to capture or transmit personally identifying information. You can control cookie usage through your browser settings. Note that blocking certain cookies may limit site functionality.

8. Disclosures of Personal Information

We may disclose personal information to the following categories of recipients, where necessary for our operations or as required by law:

- Client businesses – to facilitate the delivery of offshore staff support services;
- Offshore staff and candidates – as needed to manage placement and performance;
- Referees – to confirm candidate suitability;
- Third-party service providers – including software providers, IT contractors, payroll administrators, legal advisors, and auditors, bound by confidentiality obligations;
- Government and regulatory bodies – where required by law;
- Background screening providers – for verification and compliance purposes.

We take reasonable steps to ensure all contracted service providers are aware of our privacy obligations and handle personal information accordingly. We will never sell your personal information to third parties.

9. Cross-Border Disclosures

As an offshore staff support company, some personal information is necessarily transferred between Australia and the Philippines in the normal course of our operations (e.g. sharing job requirements with offshore staff, or sharing staff profiles with Australian clients).

Where personal information is disclosed overseas, we take reasonable steps to ensure appropriate security arrangements are in place. However, we cannot guarantee that foreign recipients will protect your information to the same standard required under Australian law. Where we are unable to ensure an adequate level of protection, we will seek your consent to the disclosure.

10. Direct Marketing

We may use client contact details to inform you of relevant offshore staffing services, industry updates, or Higala Co. news that we believe may be of interest to your business. We may use candidate contact details to notify you of relevant work opportunities.

You may opt out of direct marketing communications at any time by replying to any communication with 'unsubscribe' or by contacting us directly. We will action all opt-out requests promptly and in accordance with applicable anti-spam legislation.

We will never share your personal information with third parties for their own direct marketing purposes.

11. Accessing and Correcting Your Information

11.1 Access

Subject to limited exceptions under applicable law, you have the right to access the personal information we hold about you. To request access, please contact our Privacy Coordinator in writing. We will:

- Verify your identity before providing access;
- Respond to your written request within 48 hours to acknowledge receipt;
- Endeavour to provide access to your information within 14 days.

We do not charge a fee for accessing your personal information. In limited circumstances (e.g. where access would impact the privacy of another person or reveal confidential reference information), we may decline or limit access and will explain our reasons.

11.2 Correction

If you believe personal information, we hold about you is inaccurate, outdated, incomplete, irrelevant, or misleading, you may ask us to correct it. We will take reasonable steps to correct the information and, where we have disclosed incorrect information to third parties, to notify those parties of the correction where practicable.

If we disagree that a correction is warranted, we will explain our reasons. You may request that we attach a statement to the information noting your view.

12. Privacy Complaints

If you believe we have interfered with your privacy, you have the right to make a complaint. Complaints should first be made to us in writing, addressed to our Privacy Coordinator.

Upon receipt of your complaint, we will:

- Verify the authenticity of your complaint and your contact details;
- Acknowledge your complaint in writing;
- Investigate the matter and respond within a reasonable timeframe (generally 30 days);
- Propose a resolution, which may include access, correction, or another remedy.

If your complaint cannot be resolved to your satisfaction, you may escalate to the Office of the Australian Information Commissioner (OAIC) at www.oaic.gov.au.

13. Contact Us

For any privacy enquiries, access requests, corrections, or complaints, please contact our Privacy Coordinator:

Higala Co.

ABN: 83 495 329 891

Website: www.higalaco.com.au

Email: info@higalaco.com.au

Contact Page: www.higalaco.com.au/contact-us/

This Privacy Policy is reviewed annually and updated as required.

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