



PO Box 654, Sanctuary Cove QLD 4212

## Privacy Policy

We respect the privacy of our customers and endeavor to comply with the Australian Privacy Principles (APPs) contained in the Privacy Act 1988 (the Privacy Act). This Privacy Policy outlines how we will handle personal information about you.

We may collect personal information from customers, this Privacy Policy also outlines our approach to privacy issues.

### 1. How and why we collect personal information

We need to collect personal information in order to conduct our business.

- a) Customer Contacts: We need to collect personal information from people we do business with. This will usually happen when we collect the name and details of a person, a business or a government Agency who is the contact person we deal with, or in one of our contractors or suppliers.
- b) Web site users. We may also collect personal information through our website (for example, if you e-mail our webmaster with a question about our web site).

Our policy is only to use personal information collected from its business contacts or the users of its web site for the business purpose for which it was collected, and not for any other purpose.

We do not collect personal information that we do not need.

### 2. Will your personal information be given to anyone else?

We will not sell, rent or trade personal information about you to or with others. Personal information collected by us may be disclosed to third parties to whom we outsource specialised functions (such as mailing houses or printing companies), and if so, we take steps to ensure that those contractors: comply with the APPs when they handle personal information about you (regardless of whether they are a small business, and would otherwise be exempt from the APPs); and are authorised only to use personal information in order to provide the services or to perform the functions required by us. The only other time we would make disclosures of personal information is if we are required to do so by law, or if the disclosure is permitted under the Privacy Act.

### 3. How is your personal information stored?

We take physical, electronic and managerial steps to ensure that the personal information it holds is secure from unauthorised access, destruction, use, modification or disclosure. We only permit your details to be accessed by authorised personnel, and we educate our staff about their responsibilities under the APPs.

### 4. Your right of access and correction

Under the Privacy Act, you have the right to seek access to information which we hold about you (although there are some exceptions to this). You also have the right to ask us to correct information about you which is inaccurate, incomplete or out of date.

If you wish to exercise your right under the Privacy Act to seek access to the personal information that we hold about you, or if you believe that personal information about you is not accurate, complete or up to date, you should contact us, including the details of your request for correction.



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Please note that the personal information we hold about you will be information that you have provided us (or one of our subsidiaries).

If you request, we shall provide access to personal information to which you have a right of access under the Privacy Act. It will assist us to process your request if you can specify the personal information you are seeking access to (e.g. by providing details of when you provided personal information to us, and in what context).

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### **5. Online collection of personal and non-personal information.**

Our web site automatically collects other information when you visit our web site. For example, for each visitor to our web site, our server automatically recognizes and stores the visitor's domain name, but not their e-mail address.

Our web site also uses cookies. Most web browsers are set by default to accept cookies. However, if you do not wish to receive any cookies you may set your browser to either prompt or refuse cookies, but this may mean you cannot access all the features of the web site. We use cookies for tracking the statistics about the use of our web site. This allows us to improve the layout and functionality of our web site. This tracking is conducted in such a way to ensure the anonymity of visitors. The cookie may identify your computer, but it should not identify you.

Our web site contains links to other web sites, for your convenience and information. When you access a web site other than ours, from a link on our web site, please understand that we are not responsible for the privacy practices of that site. We suggest that you review the privacy policies of each site you visit.

### **6. Additional privacy information.**

We may update this Privacy Policy at any time. We will make this Privacy Policy available to anyone who requests it, either at our offices or through our web site.

### **7. How to contact Us.**

If you have a privacy concern or query, please contact us on 1300 786 004,

For further information about privacy issues, see the Australian Federal Privacy Commissioner's web site, [www.oaic.gov.au](http://www.oaic.gov.au)