

Privacy Policy

1. Objective of Policy

The objective of this Policy is to protect the privacy of individuals dealing with Us and to explain how We collect, use, disclose and store Personal Information in accordance with the APPs. This Policy also describes why We collect Personal Information and how You can access and correct Personal Information about You. This Policy does not cover information collected about employees.

2. How We collect Personal Information

- 2.1. We collect Personal Information, directly from You by such means as company forms, credit applications, orders, phone enquiries, mail, email or when You access Our website.
- 2.2. Personal Information provided to Us will always be handled by Us in accordance with this Policy and the APPs, regardless of who provides it.

3. Purposes for which Personal Information is collected

- 3.1. We collect Personal Information for one or more of the Primary Purposes.
- 3.2. We also collect Personal Information for one or more of the Secondary Purposes but only if it is related to one or the other of the Primary Purposes.

4. Use or disclosure of Personal Information

We provide products to Our customers. In order to obtain these products, You will need to submit Personal Information to Us. However, Personal Information provided by You for the purpose of obtaining any products may be tracked, edited and/or disclosed in order to:

- provide You with the products You have requested;
 - help Us develop, improve, manage and administer all of the services We provide to You;
 - comply with the law;
 - investigate, respond to and defend claims made against, or involving Us; and
 - enforce a contract or agreement which We have with You.
- We may also use Your email address to:
- send You follow-ups on products You have enquired about; and
 - keep You informed of changes to the products offered by Us.

We also use the Personal Information that We collect for other purposes such as providing customer support, market research and obtaining references.

We will only disclosure Your Personal Information to persons or bodies external to Us where permitted by the Act, including in the following circumstances:

- where You consent to the disclosure; and
 - where required by law such as under a subpoena issued by a court.
- Although We seek to deal with reputable third parties, We cannot control, and will not be liable for, any use of Your Personal Information by any third party to whom Your Personal Information is sent with Your consent.

5. Security of Personal Information

We maintain the security of digital records through password protection, firewalls, network security, and restricting and monitoring access to Personal Information. However, no data transmission over the internet or information stored on servers accessible through the internet can be guaranteed to be fully secure. We also maintain security over physical records through storing the records in locked offices and restricting access only to authorised personnel.

6. You may seek correction

If You become aware that the Personal Information stored by Us is wrong, You have the right to have such Personal Information rectified. This facility is provided free of charge to You. You may rectify the Personal Information by providing any necessary

documentation. Such details may be supplied by using any of the contact details provided in this Policy. The Personal Information will be corrected within a reasonable time after receiving all necessary documents.

7. Privacy complaints and enquiries

We welcome feedback about privacy issues and will endeavour to attend to all questions and complaints promptly. You can contact Us about any privacy issues. If You are not satisfied with Our response, a complaint can be lodged with the Australian Information Commissioner at <http://www.oaic.gov.au/privacy/making-a-privacy-complaint> or You can call the OAIC enquiries line on 1300 363 992.

8. Definitions

In this Policy:

- 8.1. “**Act**” means the Privacy Act 1988 (Cth).
- 8.2. “**APPs**” means the Australian Privacy Principles as set out in Schedule 2 of the Act.
- 8.3. “**Company**” means Australian Fire Supplies & Fabrication Pty Ltd ABN 12 068 847 870.
- 8.4. “**Personal Information**” means information or an opinion, whether true or not, and whether recorded in a material form or not, about an individual whose identity is apparent, or can reasonably be ascertained, from the information or opinion. Examples include name, address, phone number, email address, credit card number, bank account number, physical traits, hobbies, usage patterns, family members and income.
- 8.5. “**Policy**” means this privacy policy.
- 8.6. “**Primary Purposes**” means any or all of:
 - selling and related activities;
 - provision of credit to customers;
 - providing customer support;
 - conducting Our day to day business;
 - buying and related activities;
 - analysing the financial status of customers; and
 - receiving feedback and dealing with complaints.
- 8.7. “**Secondary Purposes**” means any or all of:
 - confidential alternative dispute resolution processes;
 - the establishment, exercise or defence of a legal or equitable claim;
 - Our having reason to suspect that unlawful activity, or misconduct of a serious nature, that relates to Our functions or activities has been, is being or may be engaged in; and
 - Our being authorised by or under an Australian law or a court/tribunal order.
- 8.8. “**Sensitive Information**” includes information about Your racial or ethnic origin, health, religious beliefs, criminal record, membership of a trade union or membership of a professional or trade association.
- 8.9. “**We**” and “**Us**” means the Company, and “**Ours**” has a corresponding meaning.
- 8.10. “**You**” means an individual dealing with Us, and “**Your**” and “**Yourself**” have corresponding meanings.

9. Contact Details

Designation: Director

Email: Shane@ausfiresupplies.com.au

Telephone: (02) 9618 7666

Fax: (02) 9618 1055

Post: Australian Fire Supplies and Fabrication Pty Ltd

Unit 1/32 Stennett Road, Ingleburn NSW 2565

10. Date this Policy was adopted

7th. November.2016