



Wills the Quadrant Pty Ltd A.C.N. 109 002 986, 7-11 The Quadrant, P.O. Box 232, Launceston Tasmania 7250
Phone: (03) 6331 5688 Facsimile: (03) 6331 2623 E-mail: admin@willsthequadrant.com.au

PRIVACY POLICY

Purpose

The Privacy Amendment (Private Sector) Act 2000 became effective on 21 December 2001. We want to ensure that our customers are confident that any information collected by us is treated with the appropriate degree of confidentiality and privacy. This Privacy Policy is developed in accordance with the National Privacy Principles contained in the Privacy Act and aims to explain how we collect use and handle personal information at **Wills The Quadrant Pty Ltd** (“Wills” and “we”).

Collection of Personal Information

At **Wills** we will only collect the personal information that is necessary to provide you with high quality service and / or products. We will collect personal information to a level dependant on the type of service and / or product being provided. The following information **may** be collected:

- ✓ Name or Business Name
- ✓ Mailing Address
- ✓ Current and Previous Residential Addresses
- ✓ Delivery Address
- ✓ Date of Birth
- ✓ Telephone Contact Numbers
- ✓ Drivers Licence Number and Other Personal Identification
- ✓ Occupation and Employer Details
- ✓ Marital Status
- ✓ Spouse or Partners Name
- ✓ Spouse or Partners Employer
- ✓ Types of Social Security Payments Being Received
- ✓ Number of Dependent Children
- ✓ Housing Arrangements
- ✓ Other Credit Account Providers
- ✓ Nearest Relatives and Friends Names
- ✓ Mobile Phone PIN Number and Password
- ✓ Credit Card or Bank Account Details

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Collection of Personal Information (continued)

This information allows us to process and fulfill your purchase requirements. It also allows us to notify you of an order status or to take advantage of our lay-by facility or arrange for delivery and installation of product.

If you do not provide us with the information that is requested, we may not be able to fulfill your order or transaction or deliver relevant goods and services. Also, we may not be able to provide proof of purchase for warranty purposes at a later date.

Use and Disclosure of Personal Information

At **Wills** we will use your personal information primarily for the purposes of:

- ✓ Providing the products and services you require;
- ✓ Conducting appropriate checks for credit worthiness;
- ✓ Direct marketing and promotional activities;
- ✓ Warranty and insurance claims;
- ✓ Administration & accounting, including providing credit and collecting debts.

In addition to the above, other uses and disclosures may be conveyed to you at the point of sale. We will always take reasonable steps to inform you about the use and disclosure of your personal information, if it is not being used for the primary or a related purpose for which it was collected, unless the use or disclosure is exempt under a National Privacy Principle.

We may distribute your personal information within our related corporations for the purposes described above, or disclose necessary information to other parties in connection with our normal business operations. For example, we may disclose **necessary** personal information to credit providers for the purpose of validating or completing your transaction, or to third party contractors for the purpose of delivery, installation, service or warranty.

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Use and Disclosure of Personal Information (continued)

However, we will not use or disclose any personal information for any other purpose without your consent. If we do, it will only be disclosed to someone else as required by law. We will not sell your personal information to outside companies.

If you not wish to be contacted by **Wills** about the products and services we offer, simply write, phone, fax or email us at the above address and we will remove you from any mail, telephone or electronic lists used by us for marketing purposes. Please be sure to include your name, address, phone number and any other relevant details in you request, so that we can be sure to capture all personal information, which may be held in our database.

Please be aware that we may contact you for administrative purposes, to notify you about important changes or to respond to your enquiries, even if you unsubscribe from our mail list.

Where **Wills** is in possession of or has obtained personal information relating to a third party, that information will either be destroyed, or the third party informed, as soon as practicable after we come into possession of the information.

Data Quality, Access and Correction

We endeavour to take all reasonable steps to ensure the personal information we use is up to date, complete and accurate. At any time, you may request a copy of your personal information held by us, or a copy of our Privacy Policy, by contacting us at the above address.

Should you believe any of the personal information held by us is incomplete or inaccurate, please notify us in writing immediately so that we may update that information. Whilst every effort will be made to provide personal information on request, in some cases there may be an exemption as outlined under the National Privacy Principles, which would prevent us from providing information. In these circumstances, we will provide written notification as to why your request has been refused.

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Data Quality, Access and Correction (continued)

When **Wills** receives written notification of your request, we will endeavour to forward acknowledgement of your request within 14 days and will endeavour to provide access to the relevant information within 30 days.

Upon receiving your feedback, we will take reasonable steps to update and correct the information. However, if there is no agreement between **Wills** and yourself regarding the accuracy, completeness or up to date status of the personal information held, then we will attach a statement detailing your claim in relation to the personal information held.

Maintaining Anonymity

Wherever it is lawful and practicable **Wills** will give you the option of not identifying yourself when entering into transactions with our company.

Data Security

Wills will endeavour to take reasonable steps to protect the personal information we hold from misuse and loss and from unauthorised access, modification or disclosure. Personal information that is no longer required will be destroyed or de-identified as appropriate.

We store information in the following ways:

- ✓ In unlocked drawers or cabinets out of sight of passers by;
- ✓ On electronic data bases;
- ✓ In secure and lockable cabinets;
- ✓ In physical files;
- ✓ On electronic back up of files.

We adopt practices to prevent unauthorised access to our premises, systems or physical storage locations.

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Data Security (continued)

We have procedures in place, which enable only authorised persons to access personal information as required for reasonable and legitimate business purposes. The storage and security of personal information will be reviewed at regular intervals. When a review identifies personal information that is no longer required, it will be destroyed or de-identified as soon as practicable, by an authorised person.

Government Identifiers

Wills uses a common identifier, such as the name of the individual, address or transaction details, to identify personal information.

We will not use identifiers assigned by a Government agency or its agents, such as Tax File numbers and Medicare numbers, to identify your personal information.

Sensitive Information

Wills does not collect sensitive information, for example information such as health details, religious beliefs, criminal records, or union and political membership.

Transferring Personal Information to Foreign Countries

Wills does not generally transfer personal information to foreign countries. In the event we are required to transfer personal information internationally, the following will apply:

- ✓ We will seek your consent; or
- ✓ **Wills** will satisfy itself that the recipient of the personal information is bound by law or contract to uphold the principles of fair handling of information that are comparable to the National Privacy Principles; or
- ✓ We will transfer the personal information, if it is permitted under the National Privacy Principles relating to trans-border data flows.

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Further Information

If you have any queries or comments about this Privacy Policy, or if you have a complaint regarding treatment of your privacy, please contact us at the address set out above. We will make every effort to resolve the problem with you and / or provide you with a response to your query or comment.

Updating this Privacy Policy

The content of this Privacy Policy may be updated from time to time, therefore we suggest that you request updates as required and carefully read the information provided.