



## PRIVACY / CONFIDENTIALITY POLICY

### 1. PRIVACY:

1.1 We understand that the privacy of your personal details, and the security of your transactions with us, is of paramount importance to you. Access Maintenance Group Pty Ltd has therefore adopted data protection policies with respect to your privacy and security. Access Maintenance Group Pty Ltd Privacy Policy sets out the rules we will abide by when dealing with personal information we collect from individuals in the course of our business. We have based our policy upon the Internet Industry of Australia's (IIA) draft Privacy Code of Practice 1988, which adopts internationally recognised Privacy protection standards (such as the 'Safe Harbor' principles required by most European countries). The IIA Code also covers the requirements of the new Australian Privacy legislation.

1.2 In order to ensure that we meet and maintain our Privacy standards, we have appointed a Compliance manager. Should you wish to contact us in relation to Privacy, please contact us via our contact form.

1.3 We may make alterations or additions to this policy from time to time. Should we do so, we will update the policy on our web site. We require that all our customers agree to abide by our Privacy Policy as part of our terms of trade. This policy also applies to users of our web site who are not customers of Access Maintenance Group Pty Ltd.

1.4 Please note that we cannot and do not assume any responsibility for the privacy or security practices of any other web sites which you may be able to access through our site, or for our customers' level of compliance with our code.

### 2. What Information Do We Collect?:

Access Maintenance Group Pty Ltd collects different information about you at different times. There are four broad categories of information that we collect from you:

#### 2.1 Information we require to supply our services:

(a) When you first sign up or contract with Access Maintenance Group Pty Ltd for our services, or when you make an inquiry about our services, we request information such as your name, address, telephone number, domain name, email details of your primary and secondary contacts, credit card details (if you are paying online). We may also ask for your age and gender.

(b) We may also monitor and/or record telephone conversations with you from time to time in order to train staff and to improve our service to you.



## 2.2 Non personally identifying information:

(a) In addition to the information you specifically provide above, Access Maintenance Group Pty Ltd operates statistics gathering software on its web site to collect information about the number of visitors coming to the site. No identifying information is collected by this software. The software records the IP address of the visitor only. We use this information to improve our own technical structure and performance, and to determine which areas of our web site are most popular.

(b) We also use 'cookies'. Cookies are pieces of information that a web site can transfer to an individual's computer in order to allow that web site to store information about user preferences. We use cookies which expire once the visitor leaves our web site. Cookies are used to collect session ID's. It is possible to adjust your Internet browser to refuse cookies, but you may find that this reduces the functionality of this site.

## 2.3 Other demographic information:

If you respond voluntarily to our surveys or other interactive communications, we collect the responses and use the information to improve the quality and range of Access Maintenance Group Pty Ltd products and services.

## 2.4 Personal information stored on a web site hosted by Access Maintenance Group Pty Ltd:

Access Maintenance Group Pty Ltd will have personal information stored on our servers due to the fact that we operate an online store for the purpose of buying products. Any information that is submitted to or collected by this facility will be physically located on an Access Maintenance Group Pty Ltd server. This information, whether voluntarily provided or not, will not be used or released by Access Maintenance Group Pty Ltd in any manner, and it will be kept strictly confidential, unless we are required to release the information by law.

## 3. How Do We Use Personal Information We Have Collected?:

3.1 We collect and use your personal information to operate our web site and deliver our services and products to you. We will use your personal information to provide you with:

- technical support;
- billing and credit control;
- sales support;
- product sales and;
- information.

3.2 You may stop the delivery of future promotional email from Access Maintenance Group Pty Ltd by following the specific instructions in the email you receive. These instructions will tell you how to remove your name from our promotional email list.

3.3 We may use your personal information to:



- (a) contact you in relation to upgrading your use of our services, special offers (from us, or on behalf of third parties), with newsletters, surveys, and individual service audits. We may give extracts of our customer lists containing personal information to third party contractors to do this on our behalf. We will ensure that those contractors are bound to protect your personal information to the same standard that we are.
- (b) identify the source of new customers to Access Maintenance Group Pty Ltd;
- (c) monitor and address complaints, other feedback, and to resolve disputes;
- (d) in the case of credit cards, to bill you for sales and services;
- (e) in the case of ABNs, to verify your identity;
- (f) maintain a technical and account history of your dealings with us, and to re-establish your account with us where you rejoin as a customer within six months after having terminated your account;
- (g) monitor your compliance with our acceptable Use Policy and other terms and conditions of supply;
- (h) comply with our reporting and other obligations to our manufacturers and suppliers (such as reporting to manufacturers and suppliers the number and identity of products we have sold as part of our product range).

3.4 We will treat all information we collect from you as strictly confidential. Access Maintenance Group Pty Ltd does not rent or lease its customer lists to third parties. We will not reveal, disclose, sell, distribute, rent, licence, share or pass onto any third party (other than those who are contracted or supply services to Access Maintenance Group Pty Ltd) any personal information that you may have provided to us unless we have your express consent to do so, other than in the circumstances set out in the next paragraph.

3.5 We will disclose your personal information, without notice or your consent, only if:

- (a) we are required to do so by law or in the good faith belief that such action is necessary to conform with the laws, applicable code of conduct or legal process served on us in relation to our business or web site;
- (b) to protect and defend the rights or property of Access Maintenance Group Pty Ltd;
- (c) if we consider it necessary to do so in order to enforce or apply the terms of any of our agreements with you;
- (d) if we sell our business or part of it; and
- (e) in extreme circumstances, to protect the personal safety of users of Access Maintenance Group Pty Ltd services, its web site, our staff or the public.



#### 4. Security:

4.1 Access Maintenance Group Pty Ltd has implemented security features in our database to protect your personal information from unauthorised access. We maintain our servers in a controlled, secured environment. Only staff that need to have access to your personal information in order to perform their job function are authorised to access the database. Constant changes to the Internet and technology mean that we cannot guarantee that data transmission will be 100% secure, or safe from attack by unauthorised intruders.

#### 5. Other Disclosure By You:

5.1 You might provide personal information through your participation in chat sessions, message boards, or newsgroups accessed via [accessmaintenance.com.au](http://accessmaintenance.com.au), or another service provided by Access Maintenance Group Pty Ltd. This information is public and immediately available to anyone who has access to such a site; it is not private. Access Maintenance Group Pty Ltd urges you to enter only information that you are comfortable to share with the public at large in this public domain. This Privacy Policy does not apply to such information.

5.2 You should never reveal your password to third parties. If you lose control of your password, you may lose control over your personal information and may be liable for actions taken on your behalf by third parties using your password and/or personal information. Therefore, if your password has been compromised for any reason, you should immediately change it.

5.3 If you collect personal information which you keep on servers provided by Access Maintenance Group Pty Ltd as part of our service to you (including email), you alone are responsible for compliance with the Privacy Act 1988 (Cth) in respect of that information. We take no responsibility for your dealings with personal information you collect.

#### 6. How To Access & Correct Your Personal Information:

6.1 From time to time you may need to update your personal information. We keep this information in a secure environment. In order to amend any of your personal information, please email or phone use with the new information. You may be asked your username and password for security.

6.2 If you contact us via telephone, you will need to answer a few security questions before any personal information is revealed or amended.

#### 7. Children and personal information:

At Access Maintenance Group Pty Ltd we recognise the importance of protecting children's privacy. Access Maintenance Group Pty Ltd will endeavour not to collect, use or disclose personal information about anyone under the age of 18 unless we have the consent of a parent or legal guardian.

#### 8. Links to other sites:

8.1 The Access Maintenance Group Pty Ltd site contains links to other sites. In addition, some of the content appearing on the Access Maintenance Group Pty Ltd web site may



be supplied by third parties, for example, by framing third party web sites or the incorporation through "framesets" of content supplied by third party servers.

8.2 While Access Maintenance Group Pty Ltd will always endeavour to engage in business arrangements with commercial entities of good repute and ethical business practices, we are ultimately not responsible for the privacy practices or the content of such web sites. However, our contractual arrangements with these parties seek to ensure that an equivalent level of privacy protection is afforded to you. We encourage you to read and understand the privacy policies on those web sites prior to providing any information to them.

## 9. Searches:

9.1 Search terms that you enter when using our search engine are collected, but are not associated with any other information that we collect. We use these search terms for the purpose of aggregated statistical analyses so we can ascertain what people are looking for on our web site, and to improve the services that we provide.

9.2 Also, from time to time, we may use external companies to provide us with detailed aggregate statistical analyses of our web site traffic. At no time is any personal information made available to these companies, nor is the aggregate information ever merged with personal information such as your name, address, email address or other information you would consider sensitive or would compromise your privacy.

## 10. Confidentiality Agreement:

10.1 Access Maintenance Group Pty Ltd acknowledges that the information provided by our Clients, and information divulged to employees/contractors of Access Maintenance Group Pty Ltd by outside parties in the course of business relationships is confidential: therefore, Access Maintenance Group Pty Ltd agrees not to disclose it without the express written or verbal permission of Client. It is acknowledged by Access Maintenance Group Pty Ltd that information to be furnished is in all respects confidential in nature, other than information that is in the public domain through other means, and that any disclosure or use of same by Access Maintenance Group Pty Ltd may cause serious harm or damage to the Client.

10.2 We will treat all information we collect from you as strictly confidential. Access Maintenance Group Pty Ltd does not rent or lease its customer lists to third parties. We will not reveal, disclose, sell, distribute, rent, licence, share or pass onto any third party (other than those who are contracted or supply services to Access Maintenance Group Pty Ltd) any personal information that you may have provided to us unless we have your express consent to do so, other than in the circumstances set out in the next paragraph.

10.3 We will disclose your personal information, without notice or your consent, only if:

(a) we are required to do so by law or in the good faith belief that such action is necessary to conform with the laws, applicable code of conduct or legal process served on us in relation to our business or web site;

(b) to protect and defend the rights or property of Access Maintenance Group Pty Ltd;



(c) if we consider it necessary to do so in order to enforce or apply the terms of any of our agreements with you;

(d) if we sell our business or part of it; and

(e) in extreme circumstances, to protect the personal safety of users of Access Maintenance Group Pty Ltd services, its web site, our staff or the public.

10.4 Upon request, any information pertaining to the Client is to be immediately returned to Client by Access Maintenance Group Pty Ltd.

#### 11. Complaints:

11.1 If you have a complaint about any aspect of our Privacy procedures, please contact our Privacy Officer via our contact form. We will deal promptly with your complaint. If we cannot resolve the complaint to your satisfaction within a reasonable time, you or we may refer the complaint to the Privacy Commissioner.

Authorised By:

A handwritten signature in black ink, appearing to be 'M. J. ...', is written over a faint, light-colored signature line.

Director  
11 Oct 2010

Review Date:  
11 Oct 2011