

# PRIVACY POLICY: AUSTVIEW

## 1. INTRODUCTION

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Klereach Pty Ltd (ACN 005 991 506) as trustee for the SP & CM Robertson Family Trust and Wyald Pty Ltd (ACN 006 074 746) as trustee for the A & C Thompson Family Trust trading/as Austview ("**Austview**") manages personal information in accordance with the *Privacy Act 1988* (Cth) ("**Privacy Act**") and the *Australian Privacy Principles* as set out in Schedule 1 of the Privacy Act ("**APP**").

This Privacy Policy ("**Policy**") relates to any personal information that Austview collects, holds, discloses and/or uses via <http://www.austview.com.au/> and any related Austview terms and conditions, website, social media page, internal website or intranet ("**Websites**") or applications ("**Applications**") or any other manner.

This Policy is effective from October 2020.

### **Changes to this Privacy Policy**

Austview reserve the right to update or change this Policy at any time and you should check this Policy periodically. Your continued use of the service after we post any modifications to this Policy on this page will constitute your acknowledgment of the modifications and your consent to abide and be bound by the modified Privacy Policy.

### **Personal Information**

Throughout this Policy we refer to "**Personal Information**" which is information or an opinion about an identified individual, or an individual who is reasonably identifiable, whether the information or opinion is true or not and whether the information or opinion is recorded in a material form or not.

### **Sensitive Information**

"**Sensitive Information**" is a subset of Personal Information, and includes information or an opinion about a person's racial or ethnic origin, political opinions, membership of a political association, religious beliefs or affiliations, philosophical beliefs, membership of a professional or trade association, membership of a trade union, sexual orientation or practices, criminal record, or health, genetic or biometric information.

## **2. WHAT KINDS OF PERSONAL INFORMATION IS COLLECTED AND HELD?**

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Austview collect and hold information about Austview's employees, contractors who provide us with a service, customers, website users, suppliers, job applicants and other people who may come into contact with us or our businesses from time to time. The types of personal information Austview will collect depends on the nature of our engagement with you.

### **Personal Information**

Examples of Personal Information that may be collected and held by Austview includes but is not limited to:

- Your first and last name
- Date of birth
- Gender
- Company name and details
- Delivery Address, registered address and/or billing address
- Contact phone number
- Mobile phone number
- Email address
- Insurance
- Payment details including credit card and bank account details
- Employment information
- Individual preferences
- Trade References
- Your signature
- Your IP address

Austview may also combine your personal information with other information to provide and improve our products, services, content, and advertising.

You are not required to provide the personal information that we have requested, but, if you choose not to do so, in many cases we will not be able to provide you with our products or services or respond to any queries you may have. You may be able to deal with Austview without identifying yourself (for example anonymously or by using a pseudonym) in certain circumstances. Please be aware that this may not be possible for example where Austview needs to identify you for legal purposes or if it is impracticable to do so.

Austview collects only personal information that is reasonably necessary for, or directly related to, its functions or activities. The nature and extent of personal information Austview collects and holds will vary depending on a person's particular relationship and interaction with Austview.

### **Sensitive Information**

Austview will not collect Sensitive Information unless the person to whom it relates consents to the collection of that information, and the information is reasonably necessary for one or more of Austview's functions or activities, except where the collection is required or authorised by law, is necessary to prevent or lessen a serious and imminent threat to the person's (or another person's) life or health, or is necessary in relation to legal proceedings (current, anticipated or potential), or another permitted exception in the Privacy Act applies.

### **3. HOW DO WE COLLECT AND HOLD PERSONAL INFORMATION?**

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#### **Directly**

Directly from persons or members when you provide Personal Information. Examples may include when:

- Providing your information for the purpose of Austview in any of its products and services including the entering into of any agreement as a customer or otherwise.
- Registering your interest in our products and services at Austview via our Website or via phone call or email, including to obtain a quotation.
- When representatives of Austview such as employees undertake certain business functions for Austview in the provision of Austview's products and service for example to attend upon customers, such as on their site, in the provision of Austview's services.
- Directly from customers when you provide Personal Information. For example when purchasing goods from Austview and signing any agreement or otherwise.
- When you apply for a position with Austview such as emailing any resume to Austview that may contain Personal Information.

#### **Indirectly**

##### **Third Party**

We may collect personal information from a third party which is associated with you which may include individuals, companies and other entities with whom we work to provide our products and Services. For example, your employer where they are our client or customer.

##### **Public sources**

When you use some Austview products, services, or Applications or post on a social networking service such as Instagram, Facebook or LinkedIn, the personal information and content you share is visible to other users and can be read, collected, or used by them and Austview. For example, if your name, suburb or email address is contained in a public post or perhaps your personal preferences set out in a review of our products and services or in relation to Austview, that information is then public and can be collected and disclosed by Austview.

##### **Combining/linking Personal Information**

Other than as referred to elsewhere in this Policy, we will not facilitate the merging of personally identifiable information with non-personally identifiable information without prior user consent to that merger to optimise our Website and Website marketing. For example, we may collate Personal Information data and aggregate data for the purpose of comparing marketing costs with revenue on a transactional basis.

##### **How Austview hold information**

We hold Personal Information electronically and may in hard copy form, both at our own premises and with the assistance of third-party service providers. Data may be collected,

processed and stored using third-party software that is to the best of our knowledge secure and confidential.

Austview retains the information you provide to us including your contact details to enable us to verify transactions and customer details and to retain adequate records for legal and accounting purposes. This information is held on secure servers in controlled facilities.

### **Security**

We have systems in place to ensure that information is accessible by our staff on a need-to-know basis.

We act to safeguard the security and privacy of your information, whether you interact with us personally, by telephone, mail, over the internet or other electronic medium. We strive to take reasonable steps to protect the information we hold from misuse, interference, loss and unauthorised access modification or disclosure, however we cannot guarantee its absolute security.

We may store information both in hard copy paper form and in soft copy electronic form. Where the information is of a sensitive nature, we will take particular steps to secure the information.

In certain circumstances we may use third party storage providers such as cloud storage and back-ups to hold information that is stored in soft copy electronic form.

When your personal information is no longer needed for the purpose for which it was obtained, we will take reasonable steps to destroy or permanently de-identify your personal information. However most personal information is stored in client files which will be kept for a minimum of seven years.

#### **4. THE PURPOSES FOR WHICH WE COLLECT, HOLD, USE AND DISCLOSE PERSONAL INFORMATION**

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Austview collects Personal Information in various ways in the course of conducting its business, to provide and improve our products, services, content, and advertising including for the purposes of:

- Contacting persons interested or enquiring about the products and services at Austview
- Providing our products and services to customers
- Contacting persons via email with updates
- Responding to customer queries in relation to our products and services
- Interaction with customers who utilise our Website
- To better understand your needs, enabling us to improve our products and services
- To make improvements to the Websites to enhance the user experience
- Promotional and marketing activities

#### **5. HOW CAN YOU CONTROL YOUR PERSONAL INFORMATION?**

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##### **Accessibility and correction of your information**

A person may request to access Personal Information about them held by Austview. Such a request must be made in writing via our contact details below.

Austview will take reasonable steps to ensure the accuracy and completeness of the Personal Information we hold. However, if a person believes that any Personal Information that we hold about them is inaccurate, out of date or needs correction in anyway, then they should contact Austview in writing via our contact details below.

Austview will grant a person access and/or make any corrections to their Personal Information that may be necessary from time to time as soon as possible, subject to the circumstances of the request.

Verification of identity is required with a request to access (or update) Personal Information so that we can ensure your Personal Information is disclosed only to you.

##### **Complaints**

An individual can contact Austview in relation to lodging a complaint about a breach of the APP or a binding registered APP code, via our contact details below.

Austview will make an assessment of the complaint and will respond to you within a reasonable timeframe. Any further action following this initial response will vary depending on the nature of the complaint. If necessary, the complaint may be taken to the Office of the

Australian Information Commissioner or to another review body if an external review is required.

### **Opt outs**

There may be options for you to use online services or browser settings to manage behavioural based digital advertising that allow you to opt-out or install blocking programs for example through Google.

You may also opt out of our direct marketing emails by clicking on any relevant link contained in any such emails or by writing to Austview at the email address at clause 7 below.

### ***Freedom of Information Act 1982 (Cth)***

An individual may also have the right under the *Freedom of Information Act 1982 (Cth)* to request access to documents that we hold and ask for information that we hold about that person to be changed or annotated if it is incomplete, incorrect, out-of-date or misleading.

## **6. DISCLOSURE OF PERSONAL INFORMATION**

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Where we receive your personal information and we did not solicit the information we will do our best to notify you of our receipt of your personal information within a reasonable time. If we determine that we could not have received the information under the APP we will use our best endeavours to destroy the information. We may use or disclose the information to make such a determination.

We may disclose your personal information to our related companies, service providers and specialist advisers who have been contracted with administrative or other services, insurers, credit providers, a person authorised by you to access the information. We may also disclose personal information to others if required to do so by law. We do not guarantee website links or privacy policies of authorised third parties.

Austview or third parties may disclose your personal information to overseas recipients, which may occur for example where personal information is disclosed to an entity which is an overseas recipient by virtue of the personal information being stored on a third party's software or cloud based service or where any personal information is published by Austview on the internet, whether intentionally or not, and it is accessible to an overseas recipient. Disclosure to overseas recipients may also occur where for example Austview emailed or sent a document to an overseas client that contained an individual's personal information.

We do not sell, publish or give away your information to any other party where the information could be linked to you without your prior consent. As set out above, when you use some Austview products, services, Applications or post on a social networking service such as Instagram, Facebook, Twitter or LinkedIn, if your name, suburb or email address is contained in a public post or perhaps your personal preferences set out in a review of our products and services or in relation to Austview, that information is then public and can be collected and disclosed by Austview.

## 7. AUSTVIEW CONTACT DETAILS

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**Email:**

dominic@austview.com.au

**Postal Address:**

Austview Sashless Windows  
42 Hawker Street  
Airport West VIC 3042

**Phone:**

03 9338 2140