



# AWTA LTD PRIVACY POLICY

This Policy describes your privacy rights regarding the way we collect, store and use your personal information.

## How we collect personal information

The personal information held by us may include your name, titles, business address, email address, telephone numbers and other contact details and credit card details.

We collect this information when you open an account with us, request any of our business services, contact us by email, phone or letter, make payment for our services, or where our staff have face-to-face dealings with you or from publicly available sources of information.

Information such as your IP address is also collected when you visit one of our web-sites.

The information we collect is held both in physical form and on computer databases.

## How we use your personal information

Our primary purpose in collecting personal information is to provide you with our services or to respond to any query you may have about them, the Company generally or in relation to any of our industry good activities.

Your personal information may also be used to:

- verify your identity;
- conduct appropriate checks for credit-worthiness and for fraud;
- assist you to best identify which of our services best meets your requirements;
- administer and manage those services, including delivery of results, invoicing and collecting debts;
- delivering targeted marketing;
- advising of changes to our fees, terms and conditions for services and our contact details; and
- better understanding your information and communication needs to improve our services to you.

## Disclosing your personal information

Generally, we refrain from disclosing your personal information outside of AWTA Ltd. There may be instances where your personal information is shared with third parties for:

- debt-recovery functions;
- credit checking;
- information technology services;
- marketing;
- market research;
- web usage analysis; and
- mailing operations.

We take care to ensure that your information is treated confidentially. We do not sell your personal information to any other party. We take all reasonable steps to protect your personal information from unauthorised access, modification or misuse, both from within and outside AWTA Ltd.

Additionally, your personal information may be disclosed to:

- our professional advisers, including accountants, auditors and lawyers;
- government and regulatory authorities as required and authorised by law; and
- related companies situated overseas such as in New Zealand and China.

## How to access your personal information

Subject to some exceptions allowed by law, you have a right to access your personal information.

Please contact us should you want to do so. We may ask you to put your request in writing and to provide identification for security reasons.

You may ask to correct any personal information about you that we hold. We will take such steps as are reasonable in the circumstances to correct that information to ensure that, having regard to the purpose for which it is held, the information is accurate, up to date, complete, relevant and not misleading.

We reserve the right to charge a fee for searching for and providing access to your information.

### **Contacting AWTA Ltd**

Should you wish to access your personal information or if you have a complaint concerning a breach of this Policy, the Australian Privacy Principles or any registered APP Code that binds AWTA Ltd, please contact us via any of the following methods:

Phone: (03) 9371 4100  
Email: [awtainfo@awta.com.au](mailto:awtainfo@awta.com.au)

*or*

The Privacy Officer  
AWTA Ltd  
PO Box 240  
NORTH MELBOURNE VIC 3051