

PRIVACY POLICY
UNLOCK AUSTRALIA LIMITED
ACN 165 971 095
ABN 57 165 971 095

Ver. 2, December 2014

1. Personal Information and its importance

Personal information is information or an opinion about you from which your identity is apparent. Protecting your privacy is fundamental to the way we do business. This document sets out the way we will collect, store, use and share your personal information. It will also provide you with information about what you can do to access the personal information we have about you, the way you can have it corrected, if necessary, and what steps you can take to complain about any action taken by us in relation to the information.

The legal framework under which we deal with your personal information is set out in the Privacy Act, the 13 Australian Privacy Principles (contained in Schedule 1 to the Privacy Act) and the Credit Reporting Privacy Code made under the Privacy Act. These rules apply to information about individuals, not corporations.

The information we might collect, store and use is:-

- a. Your name, address (including e-mail address) and telephone number;
- b. your date of birth;
- c. your gender;
- d. details of goods you buy from us;
- e. your credit card details, and
- f. information about your use of our website through the use of "cookies".

By providing us with personal information you consent to that information being managed in accordance with this Privacy Policy.

2. Why we collect personal information

We collect personal information so that we can:-

- a. identify those with whom we deal;
- b. manage our database of members;
- c. manage your account dealings with us;
- d. promote our business;
- e. process the order of any goods you buy from us, and
- f. provide you with access to goods and services we believe may be of interest to you.

We will not use personal information we have collected for a purpose other than that disclosed in this Privacy Policy without your consent, or in circumstances where you would reasonably expect the use for that purpose.

3. If you do not provide us with your personal information

If you do not provide us with your personal information or give us consent to collect it from others, we may be unable to deal with you as a member or in the way you seek or provide you with products and/or services.

4. Where we get personal information

We obtain personal information from any of the following sources:-

- a. you in the process of direct dealings with us in the process of making an application for membership or ordering goods and services;
- b. you in the process of communicating with you by other means such as e-mail, mail or telephone;
- c. publicly available information such as telephone directories, information on websites or from public databases such as the electoral roll;
- d. persons or entities you have authorised to provide us with information;
- e. your use of our website with the aid of "cookies", and

Where we obtain personal information which we are either required to collect, or authorised to collect by law, we will advise you of that fact.

5. Sensitive information

"Sensitive information" is information about your racial or ethnic origin, political opinions, membership of a political association, religious beliefs or affiliations, philosophical beliefs, membership of a professional or trade association or trade union, sexual preferences or practices, criminal record, health or genetic information.

We will not collect, use or disclose any sensitive information about you unless we have your specific consent, and it is necessary to undertake one of the functions referred to above.

6. Exchange of personal information

We may disclose your personal information to:-

- a. such bodies as we are authorised at law to do;
- b. our professional advisers, contractors and other service providers (eg. IT consultants);
- c. Centrelink, Australian Taxation Office or other Government departments, agencies or bodies, to whom we may be required by law to disclose information supplied by you to us;
- d. payment system operators (if any);

e. our insurers, insurance underwriters/providers in relation to our insurance policies.

You may at any time by written notice to us withdraw your consent for us to disclose your personal information to any corporate partner as set out in paragraph e above.

7. Overseas disclosure

We do not intend to disclose your personal information overseas, and cannot foresee any circumstance in which the need to do so might arise. We do acknowledge, however, that as part of our backup system, some of your information might be stored overseas (for example if we use "cloud storage"), but the information will not be available to be accessed by any person overseas.

8. Security of information

We will take reasonable steps to protect any information within our direct control from misuse, interference, loss, unauthorised access, modification or disclosure. Such information will be held by us either physically or electronically securely.

We will also endeavour to ensure that any third party who holds information on our behalf (such as a data centre or "cloud" storage operator) has in place adequate procedures to maintain the information securely.

9. Access and correction

a. Access

The Privacy Act provides that, subject to some exceptions, you have a right to know what information we hold about you including information we have obtained from a credit reporting bodies. If you wish to access the personal information we hold about you, including information we have obtained from a credit reporting body, you should make contact with us in any of the following ways:-

Web: <http://www.unlockaustralia.com.au/contact-us>

Mail: Unlock Australia Ltd
PO Box 506
Cleveland QLD 4164

It may be necessary for us to verify your identity before we can provide any information.

We will usually be able to provide this information to you within 30 days of the request. Should we require longer, we will write to you advising you a reason and seeking additional time. We may require you to pay our reasonable costs of providing this information to you. There are restrictions in relation to those costs contained in the law.

If possible, we will provide you with the personal information in the form you request. However, in some circumstances it may be necessary for you to access that information in a method determined by us, but we will always make it as easy as possible for you to access that information.

There may be occasions where we cannot provide you with that information. In such a case we will write to you and give you our reasons.

b. **Correction**

You can request that any personal information we hold be corrected if it is inaccurate, incomplete or out of date. If you wish to make such a request you should contact us by any of the methods set out above.

If your request relates to information that we have received from a credit reporting body, we will contact the credit reporting body and advise them of your request.

If we agree with you that your information is inaccurate, incomplete or out of date we will make the appropriate changes and will write to you and tell you the changes we have made within seven days of making that change.

If we do not agree that the information is inaccurate, incomplete or out of date, we will write to you giving you the reasons why we have formed the opinion and tell you what steps you can take as a result of our refusal to change the information.

10. Complaints

You are entitled to complain if you believe we have not dealt with your personal information in accordance with the provisions of the Privacy Act (including the 13 Australian Privacy Principles).

If you wish to make a complaint, you should first contact us telling us what the complaint is and we will do our best to resolve the complaint with you. If we believe that we cannot resolve the complaint within 30 days, we will write to you telling you why and seeking further time.

The contact details for the Office of the Australian Information Commissioner are as follows

Phone 1300 363 992
Fax 02 9284 9666
Mail GPO Box 5218, Sydney NSW 2001
E-Mail enquiries@oaic.gov.au
Website www.oaic.gov.au

Complaint form: <https://forms.business.gov.au/aba/oaic/privacy-complaint-/>