

1. PRIVACY POLICY

PROTECTION OF YOUR PRIVACY

This privacy policy applies to all of the activities of Kaisercraft Pty Ltd and Kaiser Joinery Pty Ltd, including the handling of credit related personal information.

We are committed to respect your privacy and protecting your personal information in accordance with the Privacy Amendment (Enhancing Privacy Protection) Act 2012. This privacy policy explains how we deal with your personal information and how to contact us if you have queries about our management of your personal information

What kinds of personal information do we collect?

'Personal information' is information or an opinion, in any form (whether true or not), about an identified individual or an individual who is reasonably identifiable.

The kinds of personal information we collect and hold about you will depend on the circumstances of collection, including whether we collect the information from you as an employee, customer, supplier, job applicant or in some other capacity.

How do we collect your information?

We may collect personal information in a variety of ways, including from you directly (including when you interact with us in writing, electronically or via telephone), when you visit our website, when you participate in our events or promotions, when we supply products or services to you and from public sources of information and marketing and similar lists which are legally acquired by us.

How do we use your information?

Your privacy is respected, and we do not sell, rent or trade your personal information.

We use personal information for a variety of purposes to effectively conduct our business, including to:

- supply our customers with products and services.
- provide our customers and prospective customers with information about us and our products.
- conduct research and development
- manage our relationships with our suppliers.
- to consider job applicants for current and future employment.

We may also use your information for other purposes required or authorised by or under law (including purposes for which you have provided your consent).

How do we store your information?

We may store your information in hardcopy and/or in electronic form on computer servers that are located at our Head Office and secure offsite 3rd party service providers. We take steps to protect the personal information we hold from misuse, interference and loss, and from unauthorised access, modification or disclosure.

Do we provide you with information about products?

If you are a customer or a potential customer, we may use your personal information to provide you with information on products and offers that we believe may be relevant to you or that you would be interested in, even after you cease acquiring products or services from us, and you consent to us doing so for an indefinite period of time unless and until you opt out of receiving this information. You consent to us sending you the information by direct mail, fax, email and telephone, unless and until you tell us not to contact you in these ways.

How can you opt out of receiving information about products and services?

You can opt out of receiving marketing communications in any of the following ways:

- by sending an email to sales@kaisercraft.com.au
- by calling our customer service team on 03 5240 2000

in writing addressed to:

The Privacy Officer
Kaisercraft Pty Ltd
PO Box 339
Belmont Vic 3216

If you are a customer, please provide your customer or account numbers so that your request can be confirmed against your customer details.

How do we make sure the information we hold about you is current?

We take reasonable steps to ensure that the personal information we collect, use and disclose is accurate, up to date, complete and relevant.

Do we hold sensitive information about you?

We will only collect sensitive information about you with your consent (unless we are otherwise allowed or required by law to collect that information). We may be required by law to disclose this information to certain entities.

Do we record your phone calls to us?

No

How can you correct your information?

Please let us know if the personal information we have about you is inaccurate, incomplete or out of date and we will take reasonable steps to correct it, including any information relating to credit.

How can you get access to your information?

You may request details of the personal information, including information related to credit, we hold about you and we will generally provide you with access subject to some exceptions permitted by law.

Can the ways in which we use your information and the conditions of use be changed?

Periodically we will update this privacy policy to reflect changes to privacy legislation, technological changes, company policy and customer feedback. You should refer to our website from time to time to view the current version of this privacy policy.

What if you have a complaint?

Please contact the Privacy Officer using the details below if you have any concerns or complaints about the way we have collected or handled your personal. We will investigate your complaint and respond to you in writing within 30 days. If you are not satisfied with our response, you can contact us to discuss your concerns.

The Privacy Officer
Kaisercraft Pty Ltd
PO Box 339
Belmont Vic 3216
Email: privacy@kaisercraft.com.au