

IN016	<b>Privacy Policy</b>	
Rev: 1		
Date: 07/02/2019		

**This Privacy Policy sets out how we collect, use, store, disclose, retain and protect your personal information. It applies to our website, operating on the domain [www.bielby.com.au](http://www.bielby.com.au), and to any other activities and services of Bielby Holdings (collectively, the Services) including where this Privacy Notice is referenced, regardless of how you access or use them, including through mobile devices.**

In this Privacy Policy, 'us', 'we' or 'our' means Bielby Holdings Pty Ltd (CAN 052 188 600) and includes each of our associated entities and related bodies corporate (as those terms are defined in the Corporations Act 2001 (Cth) and, unless otherwise specified, any of the joint ventures in which we participate, from time to time.

**We are committed to respecting your privacy.** By providing personal information to us, you consent to our collection, use and disclosure of your personal information in accordance with this Privacy Policy and any other arrangements that apply between us. We may change our Privacy Policy from time to time by publishing changes to it on our website. We encourage you to check our website periodically to ensure that you are aware of our current Privacy Policy.

This privacy policy applies, among other things, to your use of the Services. If you do not accept this privacy policy, you must not use the Services.

Personal information includes information or an opinion about an individual that is reasonably identifiable. For example, this may include your name, age, gender, postcode and contact details. It may also include financial information.

Where lawful and practical, you have the right to remain anonymous or to make use of a pseudonym, however if you choose to remain anonymous or to use a pseudonym, we and our third party contractors and merchants may not be able to provide you with access to some or all of our products or services (including information products and services).

### **Collection of Personal Information**

We may collect the following types of personal information:

- name;
- mailing or street address;
- email address;
- telephone number and other contact details;
- age or date of birth;
- drivers licence details and other forms of personal identification;
- location details;
- details of the products and services we have provided to you or that you have enquired about, including any additional information necessary to deliver those products and services and respond to your enquiries;

- any additional information relating to you that you provide to us directly through the Services or indirectly through your use of our Services or online presence or through other websites or accounts from which you permit us to collect information;
- information you provide to us through stake holder surveys, polls or questionnaires; or
- any other personal information that may be required in order to facilitate your dealings with us.

We may collect these types of personal information either directly from you, or from third parties.

We may collect this information when you:

- complete registration, service review, incident reports or enquiry forms, order any products or services from us or third party merchants or send emails to us;
- communicate with us and/or any of our related bodies corporate, agents, suppliers, contractors and/or merchants and/or any of the users of the Services through correspondence;
- provide information to us in connection with the delivery of our services or from time to time;
- respond to any request for information or inquiry by us in connection to the delivery of our products and/or services from time to time; or
- provide any information or materials to us in connection with any incident or other matter in connection with our delivery of products and/or services.

Please do not submit your personal information to us if you do not wish for us to collect it.

### **Sensitive information**

Some personal information (for example, in respect of race, ethnicity or health information) is sensitive and requires a higher level of protection under the Privacy Law. We will only collect such sensitive information when we have your express consent for us to do so and the collection is reasonably necessary for us to provide our products and/or services or pursue one or more of our functions or activities, or where the information is required or authorised by law or necessary for the establishment, exercise or defence of a legal claim.

### **Why do we collect, use and disclose personal information?**

We may collect, hold, process, use and disclose your personal information for the following purposes:

- to enable you to access and use the services and products of us or any of our related bodies corporate, associated entities, joint ventures in which we are a joint venture partner or any agents, suppliers or contractors of any of us or them;
- to operate, protect, improve and optimise services and products of us and/or any of our related bodies corporate, agents, suppliers, contractors and/or merchants, such as to perform analytics, conduct research and for advertising and marketing;

- to comply with our legal obligations, resolve any disputes that we may have with any of our third parties, and enforce our agreements with third parties;
- for the purpose of providing you with the Services and developing our business;
- to personalise our website and develop the design and style of our website;
- to improve the services and products provided by us;
- for communicating with you;
- in order to enable you to share our content with others; and
- carrying out technical and statistical analysis to measure the performance of our products and/or services (including this site).

### **Sharing Your Personal Information**

We may disclose personal information for the purposes described in this privacy policy to:

- our employees, related bodies corporate, associated entities, joint ventures in which we are a participant and any agents and contractors of any of us or them;
- our third party suppliers, merchants and service providers;
- anyone to whom our assets or businesses (or any part of them) are transferred;
- specific third parties authorised by you to receive information held by us; and/or
- other persons to whom we contract to provide products and/or services from time to time, including in accordance with legal and/or contractual requirements;
- other persons, including government agencies, regulatory bodies and law enforcement agencies, or as required, authorised or permitted by law.

We reserve the right to disclose your personal information to comply with applicable laws and any lawful request for information from government and/or regulatory authorities.

We may transfer or assign any of the information described in this privacy policy to third parties as a result of a sale, merger, consolidation, change of control, transfer of assets or reorganisation of our business.

Subject to obtaining your consent, we may also supply personal information about you to third parties other than as set out above.

### **Disclosure of personal information outside Australia**

We may disclose personal information outside of Australia to related bodies corporate, employees, agents, contractors and/or merchants, third party suppliers and information technology and cloud services providers located in countries other than Australia including in the USA and New Zealand.

When you provide your personal information to us, you consent to the disclosure of your information outside of Australia and acknowledge that we are not required to ensure that overseas recipients handle that personal information in compliance with Australian Privacy Law. We will, however, take reasonable steps to ensure that any overseas recipient will deal with such personal information in a way that is consistent with the Australian Privacy Principles.

## **Using our website and cookies**

We may collect personal information about you when you use and access our website. In addition to personal information, we may collect information about you automatically when you visit our website. While we may not use browsing information in respect of our website to identify you personally, we may record certain information about your use of our website, such as which pages you visit, the time and date of your visit and the internet protocol address assigned to your computer.

We may also use 'cookies' or other similar tracking technologies on our website that help us track your website usage and remember your preferences. Cookies are small files that store information on your computer, TV, mobile phone or other device. They enable the entity that put the cookie on your device to recognise you across different websites, services, devices and/or browsing sessions. You can disable cookies through your internet browser but our websites may not work as intended for you if you do so. If you choose not to receive our cookies, we cannot guarantee that your experience with the Site will be as quick or responsive as if you do receive cookies.

The information collected by cookies and web beacons is not personally identifiable, it includes general information about your computer settings, your connection to the internet, for example, the operating system and platform, IP address, your browsing patterns and timings of browsing on the Site and geographical location.

We may also use cookies to enable us to collect data that may include personal information. For example, where a cookie is linked to your account, it will be considered personal information under the Privacy Act. We will handle any personal information collected by cookies in the same way that we handle all other personal information as described in this Privacy Policy.

## **Keeping Your Personal Information Secure**

We may hold your personal information in either electronic or hard copy form. We take the security of your personal information very seriously and will use reasonable commercial endeavours to take reasonable and appropriate steps to have appropriate physical, technical and administrative procedures in place to help protect your personal information from unauthorized access, use or disclosure as required by law in Australia. However, we cannot guarantee the security of your personal information.

## **Accessing or correcting your personal information**

You can access the personal information we hold about you by contacting us using the information below. Sometimes, we may not be able to provide you with access to all of your personal information and, where this is the case, we will tell you why. We may also need to verify your identity when you request your personal information.

If you think that any personal information we hold about you is inaccurate, please contact us and we will take reasonable steps to ensure that it is corrected.

## Making a complaint

If you think we have breached the Privacy Act, or you wish to make a complaint about the way we have handled your personal information, you can contact us using the details set out below. Please include your name, email address and/or telephone number and clearly describe your complaint. We will acknowledge your complaint and respond to you regarding your complaint within a reasonable period of time. If you think that we have failed to resolve the complaint satisfactorily, we will provide you with information about the further steps you can take.

Under the Privacy Laws you may complain to the Office of the Australian Information Commissioner about the way we handle your personal information. The Commissioner can be contacted at:

GPO Box 5218 Sydney NSW 2001  
Phone: 1300 363 992  
Email: [enquiries@oaic.gov.au](mailto:enquiries@oaic.gov.au) [www.oaic.gov.au](http://www.oaic.gov.au)

## Changes to this Privacy Policy

If we change this privacy policy, we will post the revised privacy policy here with an updated effective date. If we make significant changes to the privacy policy, we may also notify you by other means such as sending an email or posting a notice on our home page.

## Contact Us

For further information about our Privacy Policy or practices, or to access or correct your personal information, or make a complaint, please contact us using the details set out below:

Adam Edwards - Managing Director  
c/- Bielby Holdings. PO Box 1553, Milton QLD 4064  
email: [admin@bielby.com.au](mailto:admin@bielby.com.au)  
Phone: 07 3378 6938



**Adam Edwards**  
Managing Director  
8 January 2019

