

DJH SAFETY CONSULTING PTY LTD (ACN 133 422 616)

ONLINE PRIVACY POLICY

Thank you for visiting DJH Safety Consulting. This Privacy Policy applies to the DJH Safety Consulting Pty Ltd ("DJH ") e-shop, www.djhsafety.com.au ("Site").

DJH understands the importance of protecting your right to privacy and understands your concerns about the security of the personal information you provide to us. This policy has been prepared to help you understand how we aim to protect the privacy of your personal information.

"Personal information" is information, or an opinion, that identifies an individual, or from which a person's identity could be ascertained.

The Privacy Amendment (Private Sector) Act 2000 has amended the Privacy Act 1988 to include laws that regulate the way private organisations handle personal information.

The Act contains 10 National Privacy Principles ("NPPs") which regulate how organisations collect, use, store, protect and destroy personal information. The NPPS also identify how an individual may gain access to personal information held about them. The NPPs form part of DJH's procedures and policies relating to the way personal information and details are administered.

This policy details how DJH manages your personal information submitted through this Site, sets out some of your privacy rights in relation to personal information, and advises how you can contact us with privacy queries.

Collecting Personal Information About You

DJH collects personal information from you submitted through this Site to assist in providing our range of products and services. We will collect personal information (where reasonable and practicable) directly from you. We may at times collect your personal information directly from other sources. The personal information we collect about you may include your name, address, telephone number, fax number, email address, credit card details and company and/or business information. We aim only to collect personal information that is necessary to supply you with the goods and/or services that you have contracted or requested us to provide.

When you browse the Site, our service provider logs the following information for statistical purposes:

- your server address;
- top level domain name (for example .com, .gov, .au, etc.);
- the date and time of your web-site visit;
- the pages you looked at;
- the documents you down-loaded;
- the previous site you visited; and
- the type of browser you used.

At the time personal information is collected or as soon as practicable thereafter, we will advise you of:

- Our details and how to contact us;
- The purpose for which the information is collected;
- Details of how to access any information held about you;
- The type of people and organisations to which we may disclose that information;
- The legal and other consequences of you not providing the information;

unless any of the above is obvious in the circumstances, or detailed on a collection form.

DJH collects personal information when users use the djhsafety.com.au website to lodge their personal details, company details and when users change or update any of these details, or if users send DJH documents containing personal information.

While we endeavour to collect personal information only from the individual involved, in some instances we may also receive personal information about you from third parties. Where we receive, (and retain) or use your personal information received from third parties, we will contact you and advise we hold this information.

How Do We Use Your Personal Information?

DJH will use your personal information to provide our services relevant to you. We will use and disclose your personal information if the disclosure is necessary to answer your enquiry or request, to supply you with products ordered, and to complete the services we provide. We also use your personal information to verify your identity and to conduct appropriate checks for credit worthiness and fraud. If we need to use your personal information for another reason such as for a marketing campaign, we will ask your permission to do so. If we are unable to get your permission before sending our communication, we will give you the opportunity to opt out of any future direct marketing campaigns at the time of mailing to you by notifying us at info@djhsafety.com.au noting "op out" in the subject heading.

DJH will also use and disclose your personal information for the purposes of performing our administration and other operations, including accounting and credit/reference checks, marketing, record keeping, market research and website traffic analysis.

We will not disclose your personal information unless we have sought your consent or as is otherwise allowed by law.

In some cases we may disclose your personal information to third parties, but only if it is required to complete the transaction you have entered into. For example, we will disclose your personal information to banking institutions (to verify and process your payments).

DJH will not misuse or change your information without your knowledge. We will not share your information with anyone who doesn't have authority to see your information. To make sure of this, we regularly audit access to the systems that support DJH and make sure that other organisations we deal with have privacy policies in place adhering to the NPPs. Where we collect sensitive information, we will only use it for providing DJH's products and services to you. We won't use it for any other purpose or share it with anyone else without your permission.

If you choose not to provide your personal information, it may mean that we will not be able to provide our products or services to you.

Other organisations connected to the products / services we provide to you may require access to your personal information. They are:

- Member and affiliated organisations of DJH
- Web development companies - organisations contracted to develop and maintain the DJH website.
- Auditors and Regulators - organisations that ensure DJH is complying with legislation and contractual obligations.

DJH will ensure that the personal information we collect to provide our products and services to you is accurate and complete. We do this by ensuring that you have the opportunity to advise changes in personal details at all times.

Transfer of Information Outside of Australia

We will not send your personal information outside of Australia unless:

- It is necessary to complete your transaction;
- it is to a third party that we use to assist us in providing our products and/or services to you;
- You have provided your consent;
- We believed on reasonable grounds that the organisation involved would only deal with your personal information in a similar manner to the requirements under the NPPs; or
- Where otherwise allowed by the Privacy Act.

Storage and Security

Your personal information submitted through this Site is stored electronically, on paper, or both. DJH has physical, electronic and procedural safeguards for personal information and takes reasonable steps to ensure that your personal information is protected. Data stored electronically is protected, and access to electronic records is limited by passwords. Only staff with a password have access to all information on the system and files can be designated read-only or no access.

Your personal information is stored within secure premises. Externally, the premises has several barriers to unauthorised entry including monitored alarms. Internally, steps are taken to ensure access to personal information is limited, including filing in a locked cabinet within a secured office. Some personal information is also stored off site in a secure storage facility.

DJH uses secure methods to destroy or permanently de-identify your personal information when it is no longer needed. We will retain your personal information while it is required for any of its functions, or for any other lawful purpose

Access & Correction

Under the NPPs, you have a right to know what information DJH stores about you, and in most cases you are entitled to see this information to ensure it is correct. To obtain this information, please contact DJH to ask for your personal details. The Privacy Act gives limited circumstances in which some or all access to this information may be denied. Where we do not agree to provide you with details of personal information DJH will explain this to you when you ask for your information.

We will take reasonable steps to amend or correct your personal information to keep it accurate and up to date. Please notify us at info@djhsafety.com.au of any changes to your personal information.

Privacy Concerns or Complaints

If you have any queries or concerns about your personal information, or would like to make a complaint, please contact our Privacy Officer [Jacqui@djhsafety.com.au](mailto:jacqui@djhsafety.com.au) for assistance.

How to Contact Us

If you want further information on how DJH handles personal information, or if you want to discuss a possible breach of privacy, please contact DJH in one of the following ways:

- By telephone on 61 3 9772 8886
- By fax on 03 8625 0090
- Write to:

Privacy Officer
DJH Safety Consulting Pty Ltd
PO Box 327
Patterson Lakes, Victoria, 3197

- Visit www.djhsafety.com.au
- By e-mail: jacqui@djhsafety.com.au

If you are unsatisfied with the resolution of any questions, you can refer the matter to the Privacy Commissioner by calling 1300 363 992.