

# Kiama Landscapes Privacy Policy

## PRIVACY AND PROTECTION OF PERSONAL INFORMATION

### Privacy Policy

The following Privacy Policy has been published to provide a clear and concise outline of how and when personal information is collected, stored, used and disclosed by *Kiama Landscapes*. *Kiama Landscapes* may update this policy. We will notify you about significant changes in the way we treat personal information by sending a notice to the primary email address specified in your *Kiama Landscapes* account and/or by placing a prominent notice on our site. This Privacy Statement was last amended on 1 March 2009.

### Information Collection and Use

As a business to business provider of products and services, *Kiama Landscapes* collects personal information when you register with *Kiama Landscapes*, when you use *Kiama Landscapes* products or services, and/or when you visit *Kiama Landscapes*. *Kiama Landscapes* may combine information about you that we have with information we obtain from business partners or other companies for internal analysis.

When you register we ask for your personal or company information such as name, Australian Business Number, Australian Company Number, mailing address, delivery address, name and telephone of person to contact and email address. In the case of credit account registrations additional information such as trade references, names and address of directors, proprietors and owners of corporate customers and any personal guarantors are collected as part of our credit application processes.

Certain communications from *Kiama Landscapes*, such as survey questions and *Kiama Landscapes* Newsletter, are considered part of *Kiama Landscapes* membership and you may opt out of receiving it. Once you register with *Kiama Landscapes* and sign in to our services, you are not anonymous to us. *Kiama Landscapes* uses information for the following general purposes: providing your requests for products and services, marketing our products and services, improve our services, contact you, perform necessary credit checks in accordance with our credit application processes, conduct research, and provide anonymous reporting for internal and external clients.

### Information Sharing and Disclosure

*Kiama Landscapes* does not rent, sell, or share personal information about you with other people or nonaffiliated companies except to provide products or services you've requested, when we have your permission, or under the following circumstances:

As with most business organizations, *Kiama Landscapes* relies on third party suppliers (agents) to conduct specialised activities such as mail outs and the despatch of Internet messages. As such *Kiama Landscapes* provides the information to trusted partners who work on behalf of or with *Kiama Landscapes* under confidentiality agreements. These companies may use your personal information to help *Kiama Landscapes* communicate with you about offers from *Kiama Landscapes* and our marketing partners.

However, these companies do not have any independent right to share this information.

We believe it may be necessary to share information in order to investigate, prevent, or take action regarding illegal activities, suspected fraud, situations involving potential threats to the physical safety of any person, violations of the *Kiama Landscapes* terms of use, or as otherwise required by law.

### Cookies

*Kiama Landscapes* may set and access *Kiama Landscapes* cookies on your computer to enable registered member to perform necessary *Kiama Landscapes* online features.

#### Confidentiality and Security

*Kiama Landscapes* limit access to personal information about you to employees who we believe reasonably need to come into contact with that information to provide products or services to you or in order to do their jobs.

Your *Kiama Landscapes* personal information is 'password protected'.

We will not otherwise use or disclose your personal information unless the use or disclosure is authorised under the National Privacy Principles.

Some examples of where use or disclosure is authorised under the National Privacy Principles are:

1. where the use or disclosure is required or authorised by or under law;
2. use or disclosure is necessary to prevent a threat to life, health or safety;
3. use or disclosure is necessary to investigate suspected unlawful activity, to prevent or detect a criminal offence or seriously improper conduct;
4. use or disclosure is reasonably necessary for the conduct of or preparation for court proceedings; or



5. you have consented, either expressly or impliedly, to our disclosing the information about you.

#### **Promotional and Marketing Material**

*Kiama Landscapes* acknowledges and respects an individual's choice to opt-out of *Kiama Landscapes'* direct marketing communications activities. Should you decide you do not wish to receive marketing or promotional materials from *Kiama Landscapes* please contact us in writing (via email, fax or letter), being sure to include your name, address and contact details(s), or as directed in any particular promotional material you may receive.

#### **Personal information quality**

*Kiama Landscapes* seek to keep personal information that is accurate, complete and up to date. To assist us with this, please contact us if any of the details you have provided change. Further, if you believe that the information we have about you is not accurate, complete or up to date, contact us and we will correct it.

#### **Access to personal information**

On request *Kiama Landscapes* will provide you with access to the personal information we store about you, but only to the extent we are able by law, and are required under the National Privacy Principles. If we are unable to give you the access requested, we will, if reasonable, consider whether the use of an intermediary would allow sufficient access to meet both our needs. We will also provide you with the reasons for our inability to give you the access requested. Under the Privacy Act we may charge for our reasonable costs in giving you access to personal information held about you.

#### **Changes to this Privacy Policy**

*Kiama Landscapes* may update this policy. We will notify you about significant changes in the way we treat personal information by sending a notice to the primary email address specified in your *Kiama Landscapes* account and/or by placing a prominent notice on our site. This Privacy Statement was last amended on 01 March 2009.

#### **Contact us about privacy**

If you would like further information regarding this Privacy Policy or if you believe that the privacy of your personal information has been compromised, you are entitled to complain.

Please contact us by:

Email at [contact@kiamalandscapes.com.au](mailto:contact@kiamalandscapes.com.au)

Telephone on 0413 948 382 between 9am and 5pm Monday to Friday, or

Writing to the address below.

Company Secretary Kiama Landscapes PTY LTD trading as *Kiama Landscapes*. 9 Rose St Highett VICTORIA 3190

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