

## Privacy Policy

Australia On Line is committed to the highest standards of ethical business practice including the protection of your privacy.

### *Transfer of personal information off shore:*

We do not transfer any of your information offshore. We do not store your data overseas. We do not use overseas call centres and we do not allow your data be accessed by overseas persons.

### *Collecting personal information:*

Australia On Line will only collect that personal information that is necessary for the provision of your service and the conduct of your account.

The personal information we collect may include name, contact details, details of bank accounts or credit cards used to pay Australia On Line, credit reports, records of communication, records of customers' use of our services and financial records including contracts, invoices and payments made.

### *Use and disclosure:*

Australia On Line will only use your personal information for the purpose for which it was collected. We will not unreasonably and unnecessarily use or disclose it to a third party.

We will disclose information about you to our suppliers in order to provide services to you. We will disclose it to law enforcement authorities as required by law and, unless you request us not to, we may also use your personal information to inform you about other products and services that may be of interest to you.

### *Data quality:*

Australia On Line will take reasonable steps to ensure that personal information we hold and use is accurate, complete, up-to-date, protected from misuse, loss and from unauthorised access, modification and disclosure. We will destroy

personal information that we no longer need or change and/or aggregate it for statistical purposes in such a way that individuals cannot be identified.

### *Access:*

Australia On Line will make this policy available to any person requesting it. Where Australia On Line holds personal information about you, we will give you reasonable access to that information, subject to certain exceptions as allowed by law. If we charge for access, we will charge only a reasonable cost. If you notify Australia On Line claiming that the personal information we hold about you is not accurate, complete and up-to-date, we will take reasonable steps to correct your personal information. If you and Australia On Line cannot agree on whether your personal information should be changed, we will comply with a request from you to add a statement about your claim to your personal information. Australia On Line will provide reasons for denying access to, or refusing to correct, personal information.

### *Identifying individuals:*

Australia On Line will not identify you by a government-issued identifier (for example, a Tax File Number), or disclose such identifiers unless you consent or we are required to do so by law.

### *Sensitive Information:*

Australia On Line does not collect or retain "sensitive information," within the meaning of the Privacy Act 1988 (cth), which refers to information such as your health, genetics, political opinions or ethnic background.

### *Privacy Complaints:*

We value the trust you have put in us and we are committed to protecting the privacy of your personal information. If you have any questions or concerns please contact Australia On Line at [privacy@australiaonline.net.au](mailto:privacy@australiaonline.net.au)