



## PRIVACY POLICY

### **1 Why do we have a Privacy Policy?**

- 1.1 We are required to comply with the Privacy Act 1988 (the Act), and with the National Privacy Principles (NPP's) contained in the Act. NPP 5 requires us to be open about the way we handle certain information, and to that end requires us to have a Privacy Policy.

### **2 What information is covered by the Privacy Act 1988**

- 2.1 The Act covers personal information and sensitive information. Both of these are referred to as "information" throughout this document.
- 2.2 Personal information is "information or an opinion (including information or an opinion forming part of a database), whether true or not, and whether recorded in a material form or not, about an individual whose identity is apparent, or can reasonably be ascertained, from the information or opinion."
- 2.3 Sensitive Information is information or an opinion that is personal information, and is about an individual's racial or ethnic origin, political opinions, membership of a political association, religious beliefs or affiliations, philosophical beliefs, membership of a professional or trade association, membership of a trade union, sexual preferences, or criminal record and any health information about an individual.

### **3 What Information will we collect?**

- 3.1 When you become our customer, you provide some personal information, such as your name, address and other relevant information.
- 3.2 We only collect information that is necessary for us to carry out our functions or activities. This may include sensitive information.
- 3.3 When you provide equipment to us that stores data, that equipment might also hold information (belonging to you, your associates or your own customers). We may be required to access that information in order to perform the work you have engaged us to carry out. You authorise us to access that information and in doing so warrant that you have permission to provide the information to us. When you use our backup services we will store yours and your customers information on our systems.

### **4 When do we disclose the information?**

- 4.1 We only disclose information where we need to in order to advance your interests, or when we are required by law to disclose it. Generally we will try to ensure that you are aware whenever information is being disclosed to a third party.
- 4.2 We engage certain trusted third parties to perform functions and provide services to us. We may share your personal information with these third parties, but only to the extent necessary to perform these functions and provide such services, and only where these third parties have agreed to honour the protections of this privacy policy.
- 4.3 In the event that we are involved in a winding up, merger, acquisition, reorganization or sale of assets, your information may be sold or transferred as part of that

transaction. The promises in this privacy policy will apply to your information as transferred to the new entity.

## **5 Can you access the information?**

- 5.1 You are entitled to ask what information we hold about you. We will, within a reasonable time, inform you of the personal information and/or sensitive information that we hold about you. You may then ask us to show you the information so that you can check to ensure that it is accurate, complete and up to date. We will give you access to the information for this purpose unless we are entitled to refuse access pursuant to NPP 6.1, in which case we must provide you with reasons for the refusal.

## **6 Changes to this Policy**

- 6.1 We may revise this Privacy Policy from time to time. The most current version of the policy will govern our use of your information and will always be at be at 3/64 Wollongong Street, Fyshwick ACT and on our website at <http://coolchilli.com/privacy>.