

## **Metroid Electrical Engineering ABN 77 135 045 147 Privacy Policy**

### **POLICY STATEMENT**

Metroid respects your rights to privacy under the Privacy Act and we comply with the Act's requirements in respect of the collection, management and disclosure of your personal information.

### **PERSONAL INFORMATION**

We may collect the following types of personal information:

- name
- mailing or street address
- email address
- telephone & fax number
- age or birth date
- profession, occupation or job title
- details of the products and services you have purchased from us or which you have enquired about, together with any additional information necessary to deliver those products and services and to respond to your enquiries
- any additional information that you provide to us through our website, conversations with our staff, applications, quote requests or otherwise

We may also collect some information that is not personal information because it does not identify you or anyone else. For example, we may collect anonymous answers to surveys or aggregated information about how users use our website.

### **HOW WE COLLECT YOUR PERSONAL INFORMATION**

We collect your personal information directly from you unless it is unreasonable or impracticable to do so. When collecting personal information from you, we may collect in ways including:

- through your access and use of our website
- during conversations between you and our representatives; or
- when you complete an application or purchase order.

We may also collect personal information from third parties including credit reporting agencies, law enforcement agencies and other government entities.

Cookies, if your computer is set to allow them, may be used to enable us to recognise your computer and help us to improve our online presence; cookies do not gather personal information.

### **COLLECTING, HOLDING AND DISCLOSING YOUR PERSONAL INFORMATION**

We collect personal information about you so that we can perform our business activities and functions and to provide best possible quality of customer service.

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

- to provide products and services to you and to send communications requested by you;

- to answer enquiries and provide information or advice about existing and new products or services;
- to provide you with access to protected areas of our website;
- to conduct business processing functions including providing personal information to our related bodies corporate, contractors, service providers or other third parties;
- for the administrative, marketing (including direct marketing), planning, product or service development, quality control and research purposes of Metroid, its related bodies corporate, contractors or service providers;
- to provide your updated personal information to our related bodies corporate, contractors or service providers;
- to update our records and keep your contact details up to date;
- to process and respond to any complaint made by you; and
- to comply with any law, rule, regulation, lawful and binding determination, decision or direction of a regulator, or in co-operation with any governmental authority of any country (or political sub-division of a country).

Your personal information will not be shared, sold, rented or disclosed other than as described in this Privacy Policy.

### **To whom may we disclose your information?**

We may disclose your personal information to:

- our employees, related bodies corporate, contractors or service providers for the purposes of operation of our website or our business, fulfilling requests by you, and to otherwise provide products and services to you including, without limitation, web hosting providers, IT systems administrators, mailing houses, couriers, payment processors, data entry service providers, electronic network administrators, debt collectors, and professional advisors such as accountants, solicitors, business advisors and consultants;
- suppliers and other third parties with whom we have commercial relationships, for business, marketing, and related purposes; and
- any organisation for any authorised purpose with your express consent.

### **DIRECT MARKETING MATERIALS**

We may send you direct marketing communications and information about our products and services that we consider may be of interest to you. In accordance with applicable marketing laws, such as the *Spam Act 2003*, you may opt-out of receiving marketing communications from us by contacting us or by using the unsubscribe option in emails.

### **ACCESSING AND CORRECTING YOUR PERSONAL INFORMATION**

You may request access to any personal information we hold about you at any time by emailing a request to [info@metroid.net.au](mailto:info@metroid.net.au). Where we hold information that you are entitled to access, we will try to provide you with suitable means of accessing it (for example, by mailing or emailing it to you).

There may be instances where we cannot grant you access to the personal information we hold. For example, we may need to refuse access if granting access would interfere with the privacy of others or if it would result in a breach of confidentiality. If that happens, we will give you written reasons for any refusal.

If you believe that personal information we hold about you is incorrect, incomplete or inaccurate, then you may request us to amend it. We will consider if the information requires amendment. If we do not agree that there are grounds for amendment, then we will add a note to the personal information stating that you disagree with it.

#### **DISCLOSURE OF PERSONAL INFORMATION TO ANYONE OUTSIDE AUSTRALIA**

- In general, we would not disclose personal information to anyone outside of Australia, apart from encrypted cloud-based IT server back-ups which may be located in USA, New Zealand or other countries.

#### **SECURITY**

We take reasonable steps to ensure your personal information is protected from misuse and loss and from unauthorised access, modification or disclosure. We may hold your information in either electronic or hard copy form. Personal information is destroyed or de-identified when no longer needed.

As our website is linked to the internet, and the internet is inherently insecure, we cannot provide any assurance regarding the security of transmission of information you communicate to us online. We also cannot guarantee that the information you supply will not be intercepted while being transmitted over the internet. Accordingly, any personal information or other information which you transmit to us online is transmitted at your own risk.

#### **BREACH OF PRIVACY – COMPLAINTS HANDLING POLICY**

If you believe that your privacy has been breached, please contact us by phone 03 5442 5444 or email [info@metroid.net.au](mailto:info@metroid.net.au) and provide full details of the incident and its adverse effect, so that we can investigate it and take corrective action.

Our aim is to resolve any privacy complaints within 30 days wherever possible.

#### **CHANGES TO THE PRIVACY POLICY**

We may post an updated version of the Privacy Policy on our website at any time.

This privacy policy was last updated in Feb 2016.