



Andi-Co Australia

ANDI-CO AUSTRALIA PTY LTD

PRIVACY POLICY

Andi-Co Australia Pty Ltd

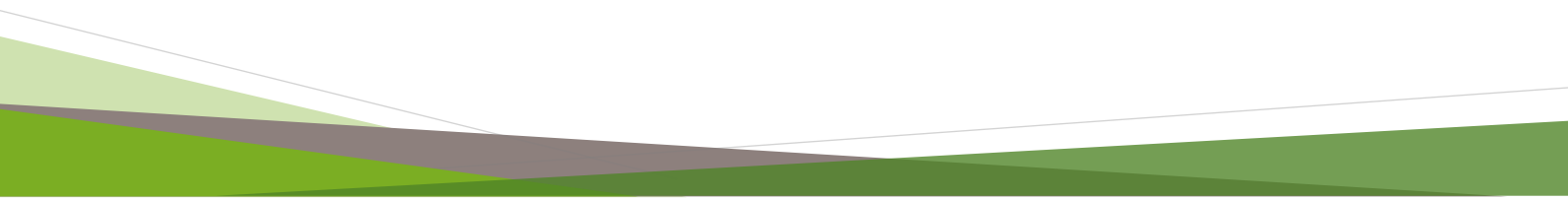
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PRIVACY POLICY

ANDI-CO AUSTRALIA is committed to providing quality services to you and this policy outlines our ongoing obligations to you in respect of how we manage your Personal Information.

We have adopted the Australian Privacy Principles (APPs) contained in the Commonwealth Privacy Act 1988 (Cth) (the Privacy Act) and is compliant with the Privacy Amendment (Enhancing Privacy Protection) Act 2012. The APPs govern the way in which we collect, use, disclose, store, secure and dispose of your Personal Information.

A copy of the Australian Privacy Principles may be obtained from the website of The Office of the Australian Information Commissioner at www.aoic.gov.au

What is Personal Information and why do we collect it?

Personal Information is information or an opinion that identifies an individual. Examples of Personal Information we collect include:

- Name, Address and Telephone Number in relation to the delivery of goods or services relating to goods purchased.
- Information relating to where a product is purchased.
- Credit card information (handled only for the transaction and not stored) in relation to purchased goods.
- Names, Address, Email Address, Phone and Date of Birth, Next of Kin information, Tax File Number, Bank Details and Superannuation details in relation to the employment of staff.

This Personal Information is obtained in many ways including; interviews, correspondence, by telephone, by email, via our website www.andico.com.au, and from third parties, for example a store from which a product has been purchased. We don't guarantee website links or policy of authorised third parties.

We collect your Personal Information for the primary purpose of providing our services to you, providing information to our customers and marketing. We may also use your Personal Information for secondary purposes closely related to the primary purpose, in circumstances where you would reasonably expect such use or disclosure. You may unsubscribe from our mailing/marketing lists at any time by contacting us in writing.

When we collect Personal Information, we will, where appropriate and where possible, explain to you why we are collecting the information and how we plan to use it.

Before any of your personal information is used for reporting to the companies for which we act as distributor in Australia, it will be de-identified and edited to ensure your identity cannot be directly or indirectly established at any time.

Job Applicants, Staff Members and Contractors

In relation to personal information of job applicants, staff members and contractors, Andi-Co Australia's primary purpose of collection is to assess and (if successful) to engage the applicant, staff member or contractor, as the case may be.

The purposes for which Andi-Co Australia uses personal information of job applicants, staff members and contractors include:

- In administering the individual's employment agreement or contract, as the case may be;
- For insurance purposes.
- Engaging in marketing for Andi-Co Australia.
- To satisfy Andi-Co Australia's legal obligations.

Where Andi-Co Australia receives unsolicited job applications, these will usually be dealt with in accordance with the unsolicited personal information requirements of the Privacy Act.

Marketing

In relation to direct marketing, Andi-Co Australia will use your personal information for direct marketing where you have provided that information and you are likely to expect direct marketing.

On those occasions you will be sent direct marketing containing an opt out. If we use your personal information obtained from elsewhere, we will still send you direct marketing information where you have consented, and which will also contain an opt out. We will always obtain your consent to use sensitive information as the basis for any of our direct marketing. We never sell or distribute your personal information to direct marketing companies.

Who might Andi-Co Australia disclose personal information to?

Andi-Co Australia may disclose personal information, including sensitive information, held about an individual to:

- Service providers in relation to your products;
- The companies for which we act as distributors (de-identified only); and
- Anyone you authorise us to.

Sending Information Overseas

Andi-Co Australia will not send personal information about an individual outside Australia without:

- Obtaining the consent of the individual (in some cases this consent will be implied); or
- Otherwise complying with the Australian Privacy Principles or other applicable;
- Privacy legislation.

Sensitive Information

Sensitive information is defined in the Privacy Act to include information or opinion about such things as an individual's racial or ethnic origin, political opinions, membership of a political association, religious or philosophical beliefs, membership of a trade union or other professional body, criminal record or health information.

Sensitive information will be used by us only:

- For the primary purpose for which it was obtained
- For a secondary purpose that is directly related to the primary purpose
- With your consent, or where required or authorised by law.

Third Parties

Where reasonable and practicable to do so, we will collect your Personal Information only from you. However, in some circumstances we may be provided with information by third parties. In such a case we will take reasonable steps to ensure that you are made aware of the information provided to us by the third party.

Disclosure of Personal Information

Your Personal Information may be disclosed in a number of circumstances including the following:

- Third parties where you consent to the use or disclosure; and
- Where required or authorised by law.

Security of Personal Information

Your Personal Information is stored in a manner that reasonably protects it from misuse and loss and from unauthorised access, modification or disclosure.

When your Personal Information is no longer needed for the purpose for which it was obtained, we will take reasonable steps to destroy or permanently de-identify your Personal Information. However, most of the Personal Information is or will be stored in customer files which will be kept by us for a minimum of 7 years.

Access to your Personal Information

You may access the Personal Information we hold about you and to update and/or correct it, subject to certain exceptions. If you wish to access your Personal Information, please contact us in writing. Andi-Co Australia will not charge any fee for your access request but may charge an administrative fee for providing a copy of your Personal Information.

In order to protect your Personal Information, we may require identification from you before releasing the requested information.

Maintaining the Quality of your Personal Information

It is important to us that your Personal Information is up to date. We will take reasonable steps to make sure that your Personal Information is accurate, complete, and up to date. If you find that the information we have is not up to date or is inaccurate, please advise us as soon as practicable so we can update our records and ensure we can continue to provide quality services to you.

Policy Updates

This Policy may change from time to time and will be made available at your request.

Privacy Policy Complaints and Enquiries

If you have any queries or complaints about our Privacy Policy, please contact us at:

Andi-Co Australia Pty Ltd
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Tel: 1800 685 899
Email: sales@andico.com.au
Website: www.andico.com.au