

NATIONAL STAIRLIFTS PTY LTD ABN 88 627 357 386

PRIVACY NOTICE

Protecting personal information and privacy has always been important to us at National Stairlifts. Amendments to Australia's *Privacy Act 1988* (Cth) ("Privacy Act") introduced Australian Privacy Principles (APP) to replace the National Privacy Principles in March 2014. These Privacy Principles are to ensure that your personal information is handled in an open and transparent way.

This is a summary of National Stairlifts' policy on the management, integrity, security, collection, disclosure of and access to the personal information of clients. We recommend that you take the time to read this policy and retain a copy for future reference.

Personal Information collected and disclosed by National Stairlifts

Information	Purpose of collection and disclosure of personal information and how we protect that personal information
<ul style="list-style-type: none">• Contact details including name, address, occupation, email, phone number and professional contact• Copies of identification documents• Date of birth• Financial information• Court proceeding information• Publicly available information• Information provided by on or behalf of prospective employees	<p>Personal information is collected for:</p> <ul style="list-style-type: none">• identification;• to provide the services that you request;• to do all things necessary to administer those services;• to develop, manage and improve those services;• investigate, prevent and deal with breaches of our agreement with you;• conduct client surveys and inform you of any improvements that we have made to our services;• deal with credit reporting bodies (CRBs) as to your information. <p>This information is collected either directly from you, as authorised by you, as is required for our reasonable business purposes, or in accordance with the law. Where it is unreasonable or impractical to collect the information directly from you we may collect that information from other persons that we deal with. When your personal information is provided to us by other people including family, colleagues, clients or agents, and where it is reasonable to assume you would not already know or expect us to have the information, we will take reasonable steps to inform you that we have received your personal information.</p> <p>We may disclose your personal information to third parties including:</p> <ul style="list-style-type: none">• Employees of National Stairlifts;• organisations and contractors that may be used to provide you with requested services;• your company or organisation if you use our services under a corporate account;

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- banks;
 - credit reporting and fraud checking agencies;
 - debt collection agencies, if you default in payment of monies owed to us;
 - government, regulatory and law enforcement agencies where the disclosure is required or authorised by law.

You may choose not to provide some of your personal details however this may limit us providing our services to you.

Unsolicited or sensitive information

We may sometimes collect sensitive information. Sensitive information is only collected if the information is reasonably necessary for the purpose of performing our functions and activities. When we collect sensitive information we will collect it directly from you or with your consent unless we are otherwise entitled to do so. We will destroy unsolicited information, whether sensitive or otherwise, unless it is necessary for the reasonable purposes of our business.

Anonymity or pseudonymity

We will preserve your anonymity or pseudonymity where practical and in accordance with the law.

Overseas Disclosure of information

We generally do not disclose personal information overseas. However, if for any reason National Stairlifts needs to disclose your personal information, we will comply with the requirements of the Privacy Act that relates to trans-border data flow.

Government related identifiers

Unless you otherwise authorise us, we will not collect and/or disclose government related identifiers with the exception of your driver's licence information which is collected in order to accurately identify you.

Marketing

National Stairlifts does not disclose any personal or contact information (including email or postal address) to third parties for the purposes of allowing them to market products to clients.

Where you have consented, or where National Stairlifts has a business relationship with you, we may send you updates about National Stairlifts itself, information about events, or other communications. You may opt out of these communications at any time by contacting the following email info@nationalstairlifts.com.au.

Payment default

If you default in the payment of any fees or charges to National Stairlifts, we may give information about you to:

- a CRB to list your default in the CRB's records. That information may then be shared by the CRB with other credit providers for credit assessment and other purposes;

- a debt collection agency to assist us to collect the payment owed to National Stairlifts by you.

Website access and use

Where you have used National Stairlifts website for account access, to read content, obtain contact details or to provide a testimonial, cookies may be used by National Stairlifts to collect information including IP addresses about people from National Stairlifts website. There are many aspects of National Stairlifts website which can be viewed without providing personal information. Cookies allow National Stairlifts to determine who has seen particular pages on its website and how frequently. This can help National Stairlifts to identify your preferences and allow National Stairlifts to recommend content it believes you would be most interested in.

For each visitor to reach the site, National Stairlifts expressly collects the following non-personally identifiable information, including but not limited to: browser type; operating system; pages viewed while browsing the website; page access times; and referring website address. This collected information is used solely internally for the purpose of gauging visitor traffic, trends and delivering personalised content to you while you are at the website.

From time to time, National Stairlifts may use client information from new, unanticipated uses not previously disclosed in this privacy notice. If National Stairlifts information practices change at some time in the future, National Stairlifts will use data collected from the time of the policy change for these new purposes only.

Security and Access of your Private Information

National Stairlifts endeavours to make sure the information we collect is accurate, complete and up to date. We shall take reasonable steps to protect personal information from misuse and loss and from unauthorised access, modification or disclosure.

Destruction of Information

National Stairlifts will destroy personal information upon your request (by telephone and/or by e-mail) or when the personal information is no longer required. The exception to this is if the personal information is required in order to fulfil the purpose of this organisation or is required to be maintained and/or stored in accordance with the law.

Your access

You may request access to your personal information we hold about you at any time.

External access to information

Any authorised representative including accountants and financial planners must have been authorised to receive your personal information, security checked and verified and it be recorded on our database except if it's required in accordance with the law such as a Federal Act.

The following measures are in place in order to deal with any enquiries that would result in the divulgence of personal information:

Telephone Enquiry	Administration staff will advise the third party of privacy requirements, and seek authorisation in writing from you to divulge personal information before providing said information.
Written Enquiry	Response is provided to the address on the written enquiry but only if it is the same as in National Stairlifts records.
Authorised Representatives	Any authorised representative including accountants, solicitors and spouses must have been authorised by you, security checked and verified and it be recorded on National Stairlifts database except if it's required in accordance with the law such as a Federal Act.
Website Enquiries	User identification and password requirements for clients that are set and maintained by National Stairlifts.

Contact for Further Information or Complaints

If you have any questions about how we handle your personal information or if you believe that we have handled your personal information inappropriately, you can contact National Stairlifts via telephone on 1800 940 575 or e-mail info@nationalstairlifts.com.au. National Stairlifts will respond to any complaint within 14 days of receipt and will take all reasonable steps to make a decision as to the complaint within 30 days of the receipt of the complaint.

If you are not satisfied with the way in which we handle your enquiry, you can call the Office of the Australian Information Commissioner on 1300 363 992 or make a complaint to the Information Commissioner on the OAIC website at <http://www.oaic.gov.au/>.

Consent

You hereby agree and consent to the contents of the collection, use and disclosure of your personal information. In the event that you do not wish to agree or consent to any of the above use, collection and disclosure of your personal information by National Stairlifts, National Stairlifts warrants that any request by you to withdraw your consent or agreement shall be deemed as confirmation by you to cease any and/or all collection use and disclosure of your personal information. Request (by telephone and/or by e-mail) can be made by you to National Stairlifts.

Changes to this Policy

This is our current privacy policy outlining our personal information management practices. It replaces any previously published privacy policy. From time to time we may need to vary this policy. If we do so, an updated version will be posted on our website and shall apply to all the information held by us at the time.