

Privacy Policy

We Respect Your Privacy

The privacy of our visitor's information is paramount. We have policies and procedures to ensure that all personal information, no matter how, when or where it is obtained, is handled sensitively, securely and with respect.

The Privacy Act requires organisations to abide by the Information Privacy Principles (IPPs) which regulate how Australian and ACT government agencies manage personal information.

An organisation must provide information about its personal information handling practices. This information is a 'Privacy Policy'.

We are committed to supporting the Information Privacy Principles for the Fair Handling of Personal Information which set clear standards for the collection, access, storage and use of personal information which we obtain as part of our operations.

Why do we have a Privacy Policy?

- To comply with government legislation and conform to the Information Privacy Principles
- To give all users the assurance that their personal information will be handled sensitively and securely
- To maintain ethical practise and show respect to all people

How is my personal information collected?

In our Website, we only collect personal information about our users, when they:

- Make a query or comment

You have the choice whether or not to provide any information requested. However if you choose to withhold requested information, we may not be able to provide you with the service expected.

How is my personal information used?

We will always use your personal information with your privacy in mind and in the manner mentioned in this policy. If at times we have to use your personal information in other ways to provide you with superior service, we will notify you first.

Email is a quick and easy means of sending information. However if you have any concerns, please contact us directly, we will always respect your e-mail privacy.

What personal information is collected and Why?

Privacy law requires us to collect personal information from you only if it is reasonable and practical to do so. The personal information that we ask for through our website is used to provide you with goods or services and may include:

Information Collected	Main Purpose
Full Name (First name and Surname)	To identify you correctly
Email Address	To respond to you
Telephone Number	If we need to contact you directly
Mobile Number	If we need to contact you urgently
Queries and Comments	To provide an avenue for communication

How is my personal information stored?

Your details are stored in our database on the web server until you request that your information be deleted or changed.

Will my personal information be disclosed to third parties?

We are committed to not disclosing your Personal Information to any third party. However there may be times when we need to disclose your information to other organisations. This may include legal entities and other reliable organisations with whom we have arrangements and to ensure the service we offer is the best.

When we need to transfer any personal information we will:

- Notify you of our intent and explain the reason to you
- Not share your personal information with others without your prior consent.
- Ensure that disclosure of information is in a way which does not personally identify you.
- Investigate security options to protect user privacy.

We use all reasonable precautions to ensure only authorised, responsible third parties obtain your personal information. We make all attempts to keep your personal information private, and our system protected. However we cannot be held responsible for any hacking attempt that may lead to the data being compromised or for any actions of third parties who obtain the information by illegal means.

Please note that we reserve the right to access and disclose individually identifiable information to comply with applicable laws and lawful government requests, to operate our systems properly and to protect both ourselves and our users.

How can I access my personal information?

We will provide you with access to any of your own personal information (except in circumstances recognised by law). If you require access to personal information, please contact us. Of course, before we provide you with access to your personal information we will require proof of identity. The information will only be given to individuals who have been authorised to obtain it.

How can I update my personal information?

If you need to update your information (eg. if you change your address), you can

1. Use the appropriate page in our website.
2. The details will only be updated after you submit them.
3. You may also contact us by phone, mail or email; the contact details are on our website.

What do I do when I think my privacy has been infringed?

If you feel that your privacy has been breached, please contact us to resolve the matter.

1. Write a letter or email to explain the situation and what you would like to see happen.
2. Allow 30 days for us to have an opportunity to rectify the situation. We will contact you at each stage of the process
3. If you are not satisfied with the outcome we would ask that you come and contact us directly so that we can deal with the issue

What about my security?

We consider security paramount and we take every measure to ensure your personal information is protected from unauthorised access, loss, misuse, disclosure and alteration. We also ensure that we destroy or permanently de-identify personal information when it is no longer required. The types of measures we take vary with the type of information and how it is collected and stored.

Recommendations

While we take reasonable precautions to prevent clients' privacy being breached, and to limit the potential damage of such a breach, it is important for you to protect against unauthorised access by:

- When visiting other websites, do not include anything which could be considered sensitive personal information, such as name, address, e-mail address, telephone number, etc, without the written permission.
- When forwarding e-mails to third parties, take care to remove other e-mail addresses from the message, unless they have given written consent for their address to be shared in this way.
- Always bear in mind that different countries have different laws on how personal information can be used - if in doubt, ask an expert.