

PRIVACY POLICY

Kendall Sheetmetal

This statement is the privacy policy of Kendall Sheetmetal. It sets out how we manage your **personal information**, as defined under the **Privacy Act 1988** (Cth).

The **types** of information we may collect and hold can include your name, company name, contact details (including address, phone numbers and email address) and information about how you use our products and services as well as any other information you voluntarily provide us. You might also need to provide personal information about other individuals to us (e.g. about your authorised representatives). If so, we rely on you to inform those individuals that you are providing their personal information to us and to advise them about this statement.

We may **collect** your information in a number of ways, including:

- directly from you (such as where you provide information to us when you visit us at our office or workshop, or contact us with a query or request)
- from publicly available sources of information
- from our records of how you use our products or services
- when legally authorised or required to do so
- from the third parties we list in the section of this Statement with the heading When we disclose your information

If you choose not to provide certain information about you, we may not be able to provide you with the products or services you require, or the level of service on which we pride ourselves.

We may also collect information from you online.

We may **store** your information in hard copy or electronic format, in storage facilities that we own and operate ourselves. We take the privacy and security of your information seriously and we are committed to maintaining the security of your information under our control.

While we take these steps to maintain the security of your information, you should be aware of the range of information security risks that exist today and take appropriate care to help safeguard your information.

We may **use** your information for a range of different purposes, including:

- to provide products and services to you, to provide you with information about those products and services, to assist you with enquiries or purchases, to enhance your experience of our products and services, and to provide you with better customer service
- to administer and manage the products and services we provide to you, to charge and bill you for them, and to collect any amounts you may owe us
- to verify your identity

We may **disclose** your information to third parties who provide services to us, including organisations and contractors that assist us with the purposes for which we use your information. These services include:

- installation, maintenance and repair services
- mailing operations, billing and debt-recovery functions

We may also disclose your information:

- to your authorised representatives or advisers, or when you ask us to do so
- our dealers, our related entities or our business or commercial partners
- as required or authorised by law, including to law enforcement and national security agencies, and other government and regulatory authorities
- to third parties who assist us to manage or develop our business
- for the purposes of facilitating or implementing a transfer/sale of all or part of our assets or business

In some cases, the organisations to whom we may disclose your information may be based outside Australia.

If you wish to access any of your personal information that we hold or would like to correct any errors in that information, please contact us so that we can consider and respond to your request.

You may also contact us to notify us of any privacy complaint you have against us, including if you think that we have failed to comply with the Australian Privacy Principles (APP) or any binding APP code that has been registered under the Privacy Act. We are committed to acknowledging your complaint in a prompt manner.

This statement has been **issued** by Kendall Sheetmetal, effective as at 16 October 2016. From time to time, we may need to **change** this statement. If we do so, we will post the updated version on our [website](#) and it will apply to all of your information held by us at the time.

If you have any **questions** in relation to this Statement, our management of your information or you would like a **copy** of this statement sent to you, please let us know by contacting us on (08) 9458 3486 or writing to us at sales@kendallsheetmetal.com.au