

AWH Pty Ltd PRIVACY POLICY

This Policy

This AWH Pty Ltd Privacy Policy is concerned with the collection and management of personal information.

AWH takes its obligations for protecting personal information seriously and is committed to ensuring your privacy is assured. Since 21 December 2001 most organisations in Australia have been bound by the National Privacy Principles (**NPPs**) of the *Privacy Act 1988* which regulates the collection, storage and use of personal information.

Why do we collect and use personal information?

AWH collects personal information so that we can conduct our business. The information collected assists us in a range of activities, such as managing our commercial relationships with others, performing administrative functions, informing customers and others about our products and services, building and maintaining business relationships, and complying with our legal requirements.

What personal information do we collect, use or disclose?

AWH collects a broad range of personal information about our customers, prospective customers, contractors, suppliers, service providers and employees.

The information AWH collects is necessary for the provision of goods and efficient services to these people and organisations. This information can include (but is not limited to) names and contact details, financial status and information, credit history, transaction history, insurance history, banking details, or personal references. Some sensitive information may also be collected such as membership of an association or other details given to us while conducting our business and maintaining business relationships.

AWH will only collect such personal information as is necessary in providing goods or services to you. When personal information is no longer required it will be destroyed or de-identified.

How we collect and store personal information

AWH may collect personal information arising from any contact you have with us. This may include personal information from:

- documents such as application forms, letters, e-mails;
- telephone conversations;
- use of our website; and
- attendance at events we may organise such as auctions.

Personal information will be stored electronically or in paper files. Wherever possible, we collect information from the person concerned. However, it may be necessary to obtain information from other people or organisations as well. This may include credit reporting agencies when finance checks are undertaken.

Disclosure of personal information.

Where necessary for our business we may disclose personal information to other non AWH organisations in Australia and overseas, such as:

- service providers to AWH;
- financial institutions;
- credit providers, credit reporting agencies;
- related corporate entities;
- insurers; and
- nominated referees.

AWH require these companies to adhere to strict confidentiality requirements and also seek to ensure that they adhere to the NPPs in relation to information collected for our purposes. We also need to disclose information by law for matters such as reporting purposes, or in order to prevent breaches of the law.

Accuracy and security of information

AWH will take all reasonable steps to ensure that the accuracy of personal information collected, used and disclosed by us is correct. You have the right to ensure all personal information we retain is correct. AWH will correct inaccurate information when identified.

AWH will take all reasonable steps to ensure that information held in paper or electronic form is safe and secure, and that it is protected from misuse, loss, unauthorised access, modification or disclosure. AWH also take all reasonable steps to ensure that personal information is only used by employees or disclosed to other organisations to the extent necessary for our business purposes.

Destruction and de-identification of personal information

AWH will take reasonable steps to de-identify or destroy personal information when it is no longer needed by us or for legal requirements.

Access to the personal information we hold about you, and complaint process

If you wish to obtain details of personal information we hold about you, or make a complaint in relation to our handling of personal information, you may contact our National Administration Manager on 03 5272 9200, or write to "National Administration Manager, AWH, PO Box 283, Lara, 3012". Complaints in relation to personal information will be handled through our normal complaint handling processes.

Changes to Privacy Policy

AWH may amend its Privacy Policy from time to time. These changes will be posted on the Privacy Policy page (www.awh.com.au). It is always useful to review the Privacy Policy to ensure you are up to date with any changes that may occur.

AWH Pty Ltd
INTERNET PRIVACY POLICY

In addition to the general Privacy Policy, this is a specific Privacy Policy with further explanation of our management of personal information collected through your use of this website.

Our server (computer system) logs information about the use of the Website

When you visit the website, our server logs the following information provided by your browser:

- the type of browser and operating system you are using;
- the previous website that you visited;
- your server's IP address (a number which is unique to the machine through which you are connected to the Internet – usually one of your service provider's machines);
- your date and time of your visit;
- the address of the pages accessed; and
- the documents downloaded.

For what purposes do we use personal information collected through website use?

AWH uses personal information about you for the purposes of delivering and improving the website and for the services we provide, as noted in our general privacy policy. We use personal information to provide you with access to certain features of the website. You may not be able to use these features if you do not provide this information.

AWH may use or disclose the information you provide to us for any of our business purposes including, to send you e-mails or direct marketing material providing general information about products or services that we provide or that are available from other persons.

Links

This website contains links to other sites. AWH is not responsible for the privacy practices or the content of any sites linked to this website. This Internet Privacy Policy applies only to information collected by this website.

Security

AWH takes the protection of information seriously.

As part of this, when you are in the secured sections of the AWH website, transactions that you make are transmitted using 128 Bit encryption, using secure sockets layer (SSL) technology. This means that transactions can only be intercepted in their encrypted form.

To ensure your security, you should always run anti-virus software on your Computer.