

# PRIVACY POLICY AWA LIMITED (Telefix)

This Privacy Policy applies to the services offered by AWA Limited (ABN 46 111 674.) ("AWA") trading as AWA or Telefix.

## 1. Personal information is important.

AWA is committed to safeguarding personal privacy. It recognises that individuals have a right to control how their personal information is collected and used. Providing personal information is an act of trust and it is taken seriously. Unless given consent to do otherwise, AWA will only collect and use personal information as set out below.

AWA has implemented best practice in relation to the privacy policy and is committed to meeting the requirements of the Australian privacy legislation.

## 2. Collecting personal information.

AWA will not collect or monitor any personal information about an individual without their consent. The only personal information collected is that which has been provided voluntarily.

When a product is purchased online or over the telephone or by fax, personal information may be requested (such as name, address and payment details) in order to process your purchase. No one is obligated to provide personal information. However, failure to do so may result in AWA being unable to sell you products and/or provide certain services including after sales services.

AWA's policy for collecting personal information from children under the age of 18 is to seek the permission of a parent or guardian for the collection of this information.

## 3. Using and disclosing your personal information

Personal Information will be used for the following primary purpose:

- To fulfil obligations under any sale and purchase contract and/or any other contract between the individual and AWA.
- To render services related to AWA's business such as warranty or after sales services.

AWA recognise the trust with which individuals provide personal information, and such information will not be used or disclosed for any other purposes without consent, except in exceptional cases when disclosure may be required by law or is necessary to protect the rights or property of AWA, any member of the public, or to lessen a serious threat to a person's health or safety.

AWA does not send advertising information without obtaining prior consent. If an individual receives communications from AWA which they do not wish to receive, they may remove their name from the database by sending an email to [privacy@awa.com.au](mailto:privacy@awa.com.au)

## 4. Individual's right of access

Individuals have the right to review the information that may be recorded on the AWA System. Information may be reviewed by sending an email to [privacy@awa.com.au](mailto:privacy@awa.com.au)

## 5. Changing and deleting the information we have about you

Information contained on the database may be amended or deleted by emailing [privacy@awa.com.au](mailto:privacy@awa.com.au). All reasonable steps to delete the information will be made, except where it is required for legal reasons. Financial details are deleted from our system once a transaction is finalised or rejected.

## **6. Storage and security of personal information**

AWA will endeavour to take all reasonable steps to keep secure any personal information recorded. The information is stored on the system in digital format, or in locked areas if in hardcopy format: these repositories are protected and access strictly controlled.

AWA staff are obliged to respect the confidentiality of any personal information held by AWA. All on-line purchase transactions are passed through our secure server using encryption technology which scrambles the information to ensure it is protected over the Internet. However, security of communications over the Internet cannot be guaranteed, and therefore absolute assurance that information will be secure at all times cannot be given. AWA will not be held responsible for events arising from unauthorised access to personal information or by events beyond AWA's control.

## **7. Use of tracking Cookies**

AWA's web site uses tracking cookies to make the use of the web site and services as convenient as possible. Cookies are pieces of information that a web site transfers to a computer's hard disk for record keeping purposes. The cookies we send to your PC cannot read your hard drive, obtain any information from your browser or command your computer to perform any action. The cookie keeps track of where you are on the AWA web site.

It is possible to set your browser to refuse tracking technologies such as cookies however this may limit the services provided by AWA's web site.