

## Privacy Policy

Russell & Sons (Qld) Pty Ltd recognises that your privacy is very important to you and that you have a right to control your personal information. We will take all reasonable steps in order to comply with the Privacy Act 1988 and the Australian Privacy Principles (APP's) in order to protect the privacy of your personal information. This policy document provides information about what information we collect, why we collect it, and how we use this information in our business.

### Why we collect personal information

We collect personal information from you when it is reasonably necessary for a business purpose. This information is used to sell products and services to you, and to aid in our marketing and administration functions.

All personal information collected by Russell & Sons (Qld) Pty Ltd will only be used for the purpose for which it was provided and it will not be disclosed to other parties unless consent has been given by you (ie 3<sup>rd</sup> party credit account application) or it is required by law. In some circumstances, we may need to refer or sell overdue debts to debt collectors or other companies. If we do this, we'll give them secure access to the personal information they need to handle the debt.

Russell & Sons (Qld) Pty Ltd does not share personal information outside of Australia.

### The type of information we collect

Russell & Sons (Qld) Pty Ltd collects the following types of personal information:

- Your Name, Address, Phone Number & Email Address
- Your Business Name, ABN, ACN, Ownership Details
- Credit Card, Bank Account and other Credit Details
- Information supplied on your Credit Account Application and by other parties to support your Credit References
- Information about your preference for products and services
- Enquiries that you may have made to us.

### What we collect from others

We usually collect personal information about you directly from you or your authorised representative, however we may sometimes collect personal information from a third party or from a publicly available source. Examples of this would be searching for your ABN or phone number on publicly available websites, or seeking credit references from your nominated referees. We only collect this information for purposes directly relating to our dealings with you.

### Security

Security is serious. We're committed to protecting your personal information.

All of your personal information will be protected from misuse, loss and unauthorised access, modification and disclosure. We will destroy or de-identify any of your personal information when the purpose for which it was collected no longer exists.

Some of the security measures we use include:

- Firewalls that protect against unauthorised access to your data and our network.
- Virus scanning tools
- Management of access privileges, to ensure that only those who really need it can see your personal information

### How to access your personal information

If you ask us, we will usually give you access to the personal information we hold about you except where the request is not lawful or it poses a threat to the security of someone else's privacy.

We issue all account customers with a unique account code to ensure that your records are kept distinct from our other customers. Please quote this code in all communications with us.

We aim to keep the personal information we hold about you accurate, up-to-date and complete. If you think our records need to be corrected, or if you have any questions or concerns about this policy or our practices, please contact us by:

- Phone (07) 46889222
- Email [privacy@russellandsons.com.au](mailto:privacy@russellandsons.com.au)
- Mail PO Box 533, Toowoomba, Qld, 4350