

Privacy Policy

Collection, Storage and Use of Personal Information

Rankin & Bond Pty. Ltd. respects your privacy and for that reason we will only deal with your personal information in accordance with this privacy policy. The protection of your privacy is important to us and as such we adhere to relevant privacy law:

reference: <https://www.oaic.gov.au/>

The type of personal information we collect may include:

- Your name and address(s);
- Your telephone number(s);
- Your email address(s);
- Your company address and contact information;
- ABN number;
- Accounts information.

Collection of your private information may occur in a number of methods:

- In any discussion we have with you whether in person, by telephone, online or email;
- Through our accounts and payments;
- Through our website or email server
- Through third parties, including companies running competitions on our behalf;
- Through customer feedback and survey forms;
- Use of personal information.

We use your personal information for the following purposes:

- To process quotations and accounts;
- For the collection of prizes;
- To evaluate and improve the effectiveness of our website and business;
- For business marketing purposes.

It is important to make sure that the personal information we hold about you is accurate and up to date. Therefore:

- We request that you contact us and tell us if any of your personal information has changed or is inaccurate;
- You may contact us and request particulars of the personal information we hold about you and security of such;
- Removal of your private information from our location(s).

Security of Personal Information

LHTP is committed to maintaining the highest level of security of our client(s) files and personal information. Therefore we use the following security measures to protect personal information:

- Locked offices
- Locked files
- Password protection on all our computers and servers
- A firewall on our computer network, which is monitored
- Virus protection software
- Personal information will be kept for any period as outlined by law.

Disclosure of Personal Information

Personal information may be disclosed in the following circumstances and to the following person(s), business(s) and or company(s):

- Contracted assessors for assessment of the quality control standards of our business;
- Property managers and staff;
- Third party contractor(s) who may be performing services for us which involves your personal information, advertising agencies, suppliers and marketing providers;
- Any other party to which the law obliges us to.

Complaints and Disputes

If you have any concerns, queries, disputes or complaints about our privacy policy or our privacy practices, please contact Rankin & Bond Pty. Ltd. directly. Any dispute or complaint will be fully investigated and we will respond to you within a reasonable time and aim to have the matter promptly and appropriately resolved.

Contact Details

Rankin & Bond Pty. Ltd.

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(03) 6331 5088 | sales@rankinandbond.com.au

www.rankinandbond.com.au.

Current as of 01/05/2016