



# PRIVACY POLICY & PROCEDURE

## POLICY STATEMENT

Waco Kwikform Limited ACN 002 835 396 ("the Company") is a major supplier of scaffolding and allied products. At the cornerstone of our success is our ambition to provide benchmark service and respect to our customers.

The Company respects the privacy of individuals and is bound by the Privacy Act 1988 (Cth), ("Privacy Act") which requires the Company to comply with the Australian Privacy Principles ("APPs"). The APPs set out the required standards in relation to the collection, management and disclosure of all personal information that is collected by the Company in the conduct of its business. The Company will take all reasonable steps to protect the personal information that it collects, uses and discloses.

This Privacy Policy outlines our commitment to protecting and maintaining the integrity of our customers' personal and financial information.

## SCOPE

The Company takes all reasonable steps to ensure that all employees, contractors, suppliers and any other third parties comply with this Privacy Policy.

## GUIDELINES

### Collecting and using personal information

"Personal information" is information or opinion about an identified individual, or an individual who is reasonably identifiable.

The Company collects personal information that is reasonably necessary for, or directly related to, the conduct of our business relationship with you, including where that information is required to deliver a service to you.

The information collected may include your name, date of birth, address, contact details, and information about your use of our products and services.

We may also collect credit and financial information about you. This may include, with your consent, obtaining a copy of your credit report from a credit reporting body which includes information that establishes your credit worthiness or eligibility to obtain credit.

Personal information about you may be collected:

- Directly from you when you provide it to the Company by phone, letter, electronic form or in documents such as an order or credit application;
- From our own records on how (hire or sale) and where you use our products;
- From our transactions with you such as payment history, account activity and information we receive from credit reporting bodies.

We may occasionally collect personal information about you from third parties, such as your employer.

You are not required by law to provide us with any personal information. However, if you do not provide us with sufficient personal information, we may be unable to provide you with our products or services.



# PRIVACY POLICY & PROCEDURE

## Disclosure of personal information

The Company may disclose your personal information to other organisations, for example to:

- Your employer or organisation;
- Our related companies;
- Government or regulatory authorities, where required or permitted by law; and
- External service providers, such as our professional advisers, including accountants, auditors and lawyers; and
- Other third parties for the purposes of:
  - Customer enquiries and database maintenance;
  - Mailing systems;
  - Billing and debt recovery systems;
  - Information technology services
  - Marketing, telemarketing services
  - Market research and
  - Submission of major tender packages

Your details may also be disclosed to credit reporting agencies, reference agencies, insurance investigators and fraud checking facilities.

We take all reasonable steps to ensure that these third party organisations are bound by confidentiality and privacy obligations with respect to the protection of your personal information.

We do not usually disclose your personal information to any overseas recipients.

Under no circumstances will the Company sell or distribute customer information without the written consent of the person to whom it relates.

## Purposes for handling personal information

Our purposes for collecting, holding, using or disclosing personal information include:

- Providing you with information such as a quote, respond to an enquiry by you or to arrange the delivery of the products or service you require;
- Administering and managing hire or sale transactions – including charging, billing and collecting debts;
- Meeting legal or regulatory requirements;
- Supplying you with information about our products, services and other opportunities;
- Assessing your eligibility as a guarantor under an application for credit;
- Operating our business;
- Providing you with information about products and services that may be of interest to you;
- A purpose you would otherwise reasonably expect;
- A purpose required or permitted by law; and
- A purpose otherwise disclosed to you and to which you have consented.

## Application for employment

For individuals outside of the Company who apply for a vacancy, the personal information provided will only be used for the purpose of the recruitment process. Any covering letters, resumes and application forms provided will be securely stored and only accessible by the relevant manager and the directors of the Company.





# PRIVACY POLICY & PROCEDURE

For unsuccessful applicants, the personal information will either be destroyed immediately or securely stored for a period of up to three months before destruction. During that time, it will not be used for any other purpose than recruitment.

## Accessing personal information

You may request access to the personal information (including any financial or credit information) that the Company holds about you by contacting the relevant manager or a director of the Company at 12 Pike Street, Rydalmere NSW 2116 or by phoning (02) 9684 8888 or at email [headoffice@wacokwikform.com.au](mailto:headoffice@wacokwikform.com.au).

We will deal with your request for access within a reasonable time. If we refuse access, we will provide you with a written notice which sets out the reasons for the refusal and the relevant provision of the Privacy Act that we rely on to refuse access.

We may recover reasonable costs in relation to responding to a request for access to personal information.

## Correcting personal information

The Company takes reasonable steps to ensure that the personal information that we collect and use is accurate, up to date and complete. Where we believe that the personal information we hold is inaccurate, out-of-date, incomplete, irrelevant or misleading, we will take reasonable steps to correct that information. We encourage you to contact us with corrections or edits to your personal information (including financial or credit information) by contacting the relevant manager or a director of the Company at 12 Pike Street, Rydalmere NSW 2116 or by phoning 9684 8888 or at email [headoffice@wacokwikform.com.au](mailto:headoffice@wacokwikform.com.au)

We will deal with your request to correct your personal information within a reasonable time. If we do not agree with the corrections that you have requested, we are not obliged to alter your personal information accordingly. However, where we refuse to correct any personal information requested by you, we will give you a written notice which sets out the reasons for our refusal.

## Your information is secure

The Company holds your personal information in paper-based and electronic files. We take all reasonable steps to ensure that your personal information which is kept in our files is protected from:

- (a) Misuse, interference and loss; and
- (b) Unauthorised access, modification or disclosure.

Only authorised Company personnel have access to your details through our customer management systems. Your information is treated with respect and only accessed when necessary. When we no longer require your personal information (including when we are no longer required by law to keep records relating to you), we ensure that it is destroyed or de-identified.

## Marketing

We may use your personal information, including your contact details, to provide you with information about products and services, including those of third parties, which we consider may be of interest to you. You may opt out at any time if you no longer wish to receive marketing information. In order to do so, you will need to request that we no longer send marketing materials. You can make this request by using the contact details provided above.



# PRIVACY POLICY & PROCEDURE

## If you have any questions or complaints

The Company is committed to protecting the privacy of our customers, and our policies and procedures have been developed with this intent. However sometimes human errors do occur. If you think that we have not lived up to our commitment, or your personal information (including financial or credit information) has been otherwise compromised or is not adequately protected, please contact us by email [headoffice@wacokwikform.com.au](mailto:headoffice@wacokwikform.com.au) or phone the relevant manager or a director of the Company on 9684 8888. We will respond to any complaint within two working days. All other complaints should be directed to the Office of the Australian Information Commissioner on [enquiries@oaic.gov.au](mailto:enquiries@oaic.gov.au) or by telephone on 1300 363 992.

## Changes to the Privacy Policy

The Company may make changes to this Privacy Policy from time to time, without notice to you. An up-to-date copy of our Privacy Policy is available on our website.

Rod Mill  
Managing Director  
11 November 2016