



Bilby3D

Privacy policy

Last updated 14 April 2014

The APP's are legally binding principles which are the cornerstone of the privacy protection framework in the Australian Privacy Act . Not all businesses need to comply.

Bilby3D is registered with the Office of the Australian Information Commissioner (OAIC.gov.au) under Section 6EA of the Privacy Act as a registered complying company, and this policy is in compliance with the Privacy Act 1988 changes of 12 March 2014.

The Privacy Principles govern the collection, use, disclosure and storage of personal information.

Definitions Relied Upon

Personal Information : is defined as any information about an identifiable individual including their name, signature, address, phone number, date of birth and bank details.

Record : Includes any hardcopy or electronic file.

Data retrieval : This relates to how we obtained your personal information and may include but is not limited to, surveillance cameras, phone calls, email, in person or via our website.

Generally Available Publication : is defined as any book, newspaper, magazine etc readily available to members of the public

Your personal information will be kept secure

Your personal information will not be released publically except with your specific consent, orally, in writing or electronically. Or implied consent, where it could be reasonably inferred in the circumstances. For example entering a competition where consent forms one of the terms and conditions of entry. Other examples include where your personal details need to be provided to a third party courier to be able to deliver your order. Or your credit card to the bank to collect payment.

Where it is an optional consent the ability to opt in/out will be clearly displayed.

Purpose of data storage

Your data will be primarily stored for

- a) The Primary Purpose it was provided for – eg to fill your order, provide you warranty and technical support, enter you in a competition, etc.
- b) Tax purposes – a minimum of seven years

Secondary purposes may include:

- a) Staff training
- b) Security (eg surveillance camera footage) and insurance

Security of your Personal Information

Bilby3D will take all reasonable steps to protect the personal information we hold from misuse, interference and loss, as well as unauthorised access, modification or disclosure.

Where personal information is no longer needed for any purpose we will take reasonable steps to destroy the information.

Specific storage and security policies and procedures:

- a) Online data – Personal details entered on our websites are held in a secured database; submitted through a certified secure webpage.
- b) Creditcard information – Where collected online is stored in a secure online database only until such time as transaction has been processed at which time the online data is destroyed. Creditcard details collected via phone is also only stored while required for processing purposes. Card details provided via fax or other means written means may need to be stored in paper form as per the guidelines below for tax purposes.
- c) Paper records – are stored in a locked storage room with selected managerial access only as required for data auditing and filling. They are archived securely after 2 financial years and then stored for tax purposes securely for up to seven years, or as otherwise stipulated by the Australian Tax Office.
- d) Electronic accounting and Warranty/support systems – Personal data stored within electronic software is only available for in-house use with data access restrictions based on position within the company and data access needs to fulfil their employment based tasks.
- e) Video Surveillance – may be collected within our buildings and stores for security and staff training purposes. It will be stored securely and destroyed when no longer required. Video footage will only be released to a third party where required for a criminal enquiry or insurance claim. Or where company security measures are required to be otherwise investigated.

Data Quality

All reasonable steps will be made to ensure data quality at the time of collection and when subsequently accessed/used. If your personal details change you can notify us of changes and we will update our records.

Assumptions

We will assume you are over the age of eighteen or have adult consent to provide your personal information and/or consent.

Exemptions

Bilby3D may disclose to itself or related party in its capacity as a related entity. For example to its sub trading names or branches.

Undertaking of our employees.

All Bilby3D staff understand their Privacy obligations and we guarantee that any personal information you disclose to an employee in the when the employee is engaged in employment based activities, will be covered by our Privacy Policy. We can not be responsible for information exchanged outside employment based activities (Eg at a social event, via private interactions etc).

Applications for Employment.

Personal Information provided for the purpose of applying for a position within the company will be kept through out the employment process, and may be kept for future reference where the applicant was unsuccessful but still of interest to the company. They will not be publically disclosed.

Complaints or Concerns.

If you have a concern or complaint relating to your Private Information held by Bilby3D Pty Ltd please send it through to us via email, fax or mail. Up to date contact details can be found on our website www.Bilby3D.com.au