

# THE BUCKNER GROUP'S PRIVACY POLICY

## Privacy Policy

The Buckner Group is committed to providing quality services to you and this policy outlines our ongoing obligations to you in respect of how we manage your personal Information.

## What is Personal Information and why do we collect it?

Personal Information is information or an opinion that identifies an individual. Examples of personal Information we collect include: names, addresses, email addresses, phone and facsimile numbers.

This personal Information is obtained in many ways including interviews, correspondence, by telephone and facsimile, by email, from your website, from media and publications, from other publicly available sources and from third parties. We don't guarantee website links or policy of authorised third parties.

We collect your personal Information for the primary purpose of providing our services to you, providing information to our clients and marketing. We may also use your Personal Information for secondary purposes closely related to the primary purpose, in circumstances where you would reasonably expect such use or disclosure. You may unsubscribe from our mailing/marketing lists at any time by contacting us in writing.

## Sensitive Information

Sensitive information is defined in the Privacy Act to include information or opinion about such things as an individual's racial or ethnic origin, political opinions, membership of a political association, religious or philosophical beliefs, membership of a trade union or other professional body, criminal record or health information.

Sensitive information will be used by us only:

- For the primary purpose for which it was obtained
- For a secondary purpose that is directly related to the primary purpose
- With your consent; or where required or authorised by law.

## Third Parties

Where reasonable and practicable to do so, we will collect your personal Information only from you. However, in some circumstances we may be provided with information by third parties. In such a case, we will take reasonable steps to ensure that you are made aware of the information provided to us by the third party.

## Disclosure of Personal Information

Your personal Information may be disclosed in a number of circumstances including the following:

- Third parties where you consent to the use or disclosure; and
- Where required or authorised by law.

## How do we use your personal information?

We use the personal information we collect for the purposes for which it was provided, for other related purposes, and as otherwise permitted or required by law. We may use your personal information to:

- provide the products or services you have requested;
- respond to your enquiries;
- process sale transactions;
- provide you with information about our events or our products and services that may interest you, and more generally, to maintain our relationship with you;
- send promotional offers and marketing material to you;
- plan our product and service development;
- manage warranty claims;
- enhance your experience of our online portal, and make this portal easier for you to use; and
- otherwise facilitate our business operations and processes.

You do not have to provide personal information to us if you do not wish to, but if you do not provide all the information we request, it may affect our ability to provide you with our products and services and with information about them.

## Security of Personal Information

Your personal Information is stored in a manner that reasonably protects it from misuse and loss and from unauthorized access, modification or disclosure.

When your Personal Information is no longer needed for the purpose for which it was obtained, we will take reasonable steps to destroy or permanently de-identify your personal Information. However, most of the Personal Information is or will be stored in client files which will be kept by us for a minimum of 7 years.

## Access to your Personal Information

You may access the Personal Information we hold about you and to update and/or correct it, subject to certain exceptions. If you wish to access your Personal Information, please contact us in writing.

The Buckner Group will not charge any fee for your access request, but may charge an administrative fee for providing a copy of your personal Information.

To protect your personal Information, we may require identification from you before releasing the requested information.

## Maintaining the Quality of your Personal Information

It is an important to us that your personal Information is up to date. We will take reasonable steps to make sure that your Personal Information is accurate, complete and up-to-date. If you find that the information we have is not up to date or is inaccurate, please advise us as soon as practicable so we can update our records and ensure we can continue to provide quality services to you.

## Online privacy and security

The type of information we require online depends on how you wish to use our websites. It is possible for you to visit our websites without telling us who you are.

Like many website operators, we use cookies on our websites to make it easier to use and to provide a better, more customised service for our customers. Cookies are small data files that are downloaded onto your computer when you visit a website. For example, our server may set a cookie that keeps you from having to enter your contact details more than once on our website. If you do not wish to receive cookies, you will need to adjust the settings on your internet browser, although some parts of our websites may not function properly if you do so.

## Our commitment to data security

We take the security of your personal information seriously. We take reasonable steps to protect the personal information we hold, whether in electronic or other form, from:

- misuse, interference and loss; and
- unauthorised access, modification and disclosure.

We will also take reasonable steps to destroy or permanently de-identify personal information it holds if it is no longer needed for our business purposes and it is permissible by law to do so.

## Policy Updates

This Policy may change from time to time and is available on our website.

## Privacy Policy Complaints and Enquiries

If you have any queries or complaints about our Privacy Policy, please contact us at:

The Buckner Group Pty Ltd  
[sales@buckner.com.au](mailto:sales@buckner.com.au)  
1300 660 041