



Spanline Australia Privacy Policy

SPANLINE AUSTRALIA PRIVACY POLICY

SPANLINE WEATHERSTRONG BUILDING SYSTEMS PTY LTD trading as SPANLINE AUSTRALIA

1. At Spanline Australia, trust is very important to us. It is the very cornerstone upon which our company has been built. As a result, we are dedicated to protecting the privacy rights of our customers, in accordance with the *National Privacy Principles* under the *Privacy Act 1988* (Cth).

Spanline Australia is a national home improvement franchise. The Spanline Australia Privacy Policy is enforced by and against each of Spanline Australia's franchisees.

Personal information collected and use of personal information

2. In order to carry out our business, it is necessary for us to collect personal information about our customers, which may include their names, addresses, telephone numbers, e-mail addresses, and credit card and eftpos details. Specifically, this means we gather personal information to enable us to:
 - 2.1 contact customers from time to time to obtain assessment of product performance and quality;
 - 2.2 supply our products and services to customers including contacting customers following purchase to ensure that the product is working properly, or that the quality of services met with Spanline Australia's high standard;
 - 2.3 supervise the progress and quality of work being undertaken by our franchisees;
 - 2.4 complete payment transactions with customers or on their behalf;
 - 2.5 maintain records of enquiries and requests made by customers (via a customer service database) in relation to our products and services in order to assess market trends, key performance trends, customer attitudinal research and market penetration research concerning Spanline Australia's products and services;
 - 2.6 to protect our customers and ourselves against fraud and theft; and
 - 2.7 to inform our customers via direct marketing about developments in our business including new lines of products and services and upcoming promotions. We may use service providers (such as graphic designers, printers and posting services) to assist us with this. Recipients of our mail outs may notify us should they wish to discontinue receipt at any time.

3. We collect personal information directly from the customer concerned wherever practicable. Where information is not obtained directly from the individual, we obtain personal information in strict accordance with the law.
4. We also collect personal information from individual users of our website www.spanline.com.au. Users may e-mail to obtain product information, a brochure containing more information about our services, or to request information about product performance and maintenance. We will only record your e-mail address if you send us a message. Your e-mail address will only be used for the purpose for which you have provided it and will not be added to a mailing list or used for any other purpose without your consent. To obtain a brochure, individuals will be required to provide us with their postal address. Our Internet service provider also records certain statistical information about users of our website. This information is reviewed by us for statistical purposes and is not disclosed to third parties.
5. Personal information collected by one Spanline Australia franchisee is not available to any other Spanline Australia franchisee. All personal information collected by our franchisees are stored on a secure national database. Access to this database is only from the head office of Spanline Australia, and is restricted to authorised personnel requiring access only for the purposes detailed in this Policy.
6. The personal information we hold is generally kept confidential. However, in servicing our customers, we may be required to disclose personal information to certain third parties that may include:
 - 6.1 management and/or business consultants for quality control and reporting services;
 - 6.2 Spanline franchisees in connection with complaints and alike; and
 - 6.3 Spanline franchisees in connection with customer sales enquiries.
7. We do not disclose personal information for the purpose of third party direct marketing.
8. We only disclose personal information to third parties where we are expressly instructed to do so by our customers in relation to their dealings with us or as may be required by law.

Access and corrections

9. We make every effort to ensure personal information is kept secure and take reasonable steps to protect it from misuse, loss, unauthorised access, modification or disclosure. We also take reasonable steps to destroy or permanently de-identify personal information if it is no longer required.
10. We make every effort to ensure that the personal information we collect, use or disclose is accurate, complete and up to date. We will, on request, provide you with details of the personal information we have collected about you. To obtain details of

this information, or if you wish us to update or permanently erase your personal information, please contact us by e-mail at spanline@spanline.com.au or by telephone on (02) 6685 8088 (Attention: Lisa Oakley – Customer and Corporate Services).

11. The *Privacy Act 1988* (Cth) gives you the right to make a complaint if you think personal information about you has been mishandled by us. If you believe your concerns have not been satisfactorily resolved by us, complaints can be lodged with the Office of the Federal Privacy Commissioner for adjudication: www.privacy.gov.au.

Please contact us by e-mail or by telephone on (02) 6685 8088 should you wish to discuss