

Privacy Policy

The primary purpose of this Policy is to protect the privacy of Customers.

The Privacy Act specifically excludes organisations with a turnover of \$3 million or less. However, the Company has privacy obligations as an agent for insurance companies and for NSW Maritime. For these reasons on a voluntary basis the Company will comply with the Privacy Act.

This Policy sets out how we use, collect and disclose personal information about you. It applies to the provision of all services operated by the Company. It explains the type of information which we collect, what that information is used for and to whom we may disclose this information.

We give priority to protecting the privacy of personal information by handling personal information in a responsible manner and in accordance with the Privacy Act. Generally, personal information that we hold is contact details for our customers and details for their vessels. We use this information for financial, administrative and safety purposes such as the rendering of accounts, maintenance of our supplies and infrastructure and inspection of installations.

The Company is strongly committed to protecting the privacy of its clients. We want to provide a safe and secure environment for our customers. To ensure privacy, we monitor our compliance with both privacy obligations imposed by law and those that we assume voluntarily.

The Company should be referred to herein as "we", "us", or "our". "You" means you, the Customer of the Company and "Your" shall be interpreted accordingly.

Clauses for insertion in Marina Agreement

Privacy. The *Company* is concerned about the appropriate maintenance of personal information and therefore has adopted the principles under the Federal Privacy Legislation as the standard for the way the *Company* handles personal information.

Acceptance

You acknowledge and accept that your use of our services indicates your acceptance of this Privacy Policy.

How We Collect Your Personal Information

Any personal information which we collect about you is to be treated in the strictest confidence. It includes:

- Name, address and telephone number/s. Business details, such as company name, ACN and the like.
- Credit card details. Payment history.
- Additional explanatory notations, including any written or printed authorization, request, advice and the like.
- Web usage data, such as click-stream data, HTTP protocol elements and search terms.
- Vessel details and service history.

We collect information in various ways, including:

- Directly: over the phone, in person, through application form or other request via fax, post, email or online.
- From other parties, such as representatives or our related companies, our agents and service providers; law enforcement, dispute resolution, statutory and regulatory bodies; marketing lists and industry databases.
- From sources of information publicly available, such as telephone directories, the ASIC, AUNIC and the like.
- Our own existing records and from our Website.

Why We Collect Your Personal Information

We will only collect personal information necessary for us to conduct our normal business.

We collect your personal information to enable us to provide our products and services, and conduct market or customer research to determine those products or services that may suit you.

Telephone Call Recording

We may record incoming and/or outgoing telephone calls for training or verification purposes. Where we have recorded a telephone call, we can provide you with a copy at your request, where it is reasonable to do so.

Who We Disclose Your Personal Information To

At all times we require all staff with access to customers' personal information to maintain confidentiality concerning that information.

We may use or disclose personal information for the purposes for which we have collected it, for purposes related to this and when the customer would reasonably expect that information to be used or disclosed.

We may divulge information about customers to organisations outside the Company. These include: your representatives; our legal representatives and our accountants; a debt recovery agent. From time to time we may contract out certain services relative to the supply and sales.

Disclosure may also be made to government, law enforcement, dispute resolution, statutory or regulatory bodies, or as required by law.

We may use or disclose some of that information for our direct marketing purposes. If the information is to be used for direct marketing purposes, you will be given the option of not receiving direct marketing materials.

We will not market or sell personal information outside the Company.

As part of our improvement process, we use and disclose aggregated and non-personally identifying information collected through customer use of our services.

Accuracy

We will take all reasonable precautions to ensure that the information we keep is accurate, complete and secure. The accuracy of that information depends largely on you. You should tell us if you become aware of any errors in the information we hold. If you believe that the information which we hold is inaccurate or out of date, you should communicate the changes to us.

Access to Your Personal Information

Internal access to data is monitored and available only to staff who need it in performance of their duties.

You are entitled to request access to your personal information we hold and seek correction, subject to some exceptions allowed in law.

Consent

By using our service, customers consent to our collection and use of information. Their use of our service and of our Website is acceptance of our Privacy Policy.

Emails / Newsletters

We respect your privacy and while we only periodically send out our newsletters, we are to honour removal requests that we receive. To be removed from future mailings, customers are to email us with their email address and the wording "unsubscribe" typed in the Subject Line. We may keep the content of any email that clients send to us. Any personal information contained within those emails, will only be used or disclosed in the ways set out in this policy. The content of the email message may be monitored by us for maintenance purposes or if email abuse is suspected.

Security

The Company will take reasonable steps to reduce the risk of loss, misuse and unauthorized access to, or alteration of, customers' personal information under our control. Only authorized persons have access to personal information, which we keep in a secure environment. Our staff are trained in the proper use and protection of data.

Disposal

Information no longer needed is deleted and paper documents are shredded.

Changes to this Policy

This is the current Privacy Policy. It replaces any other privacy statements we published on our *Website* to date.

We reserve the right to vary this Privacy Policy at any time. You accept that by publishing the varied Privacy Policy on the *Killcare Marina Website*, we have provided you with sufficient notice of the variation.

We suggest that you check this Privacy Policy, periodically, for changes.