

Management

Faulkner Removals respects your right to privacy and is committed to safeguarding the privacy of our customers and website visitors. This policy sets out how we collect and treat your personal information.

We adhere to the Australian Privacy Principles contained in the Privacy Act 1988 (Cth) and to the extent applicable, the EU General Data Protection Regulation (GDPR).

"Personal information" is information we hold which is identifiable as being about you. This includes information such as your name, email address, identification number, or any other type of information that can reasonably identify an individual, either directly or indirectly.

Collection

Faulkner collects personal information from you in a variety of ways, including when you interact with us electronically or in person, when you access our website and when we engage in business activities with you. We may receive personal information from third parties. If we do, we will protect it as set out in this Privacy Policy.

We will only collect your personal information with your express consent for a specific purpose and any data collected will be to the extent necessary and not excessive for its purpose. We will keep your data safe and secure.

Use and Disclosure

We will use personal information in order to:

- Provide services you require.
- Administer and manage those services, including charging, billing and collection. We will disclose personal information for the purposes above to:
- Outsourced service providers such as sub-contractors, billing and collection services and other providers of services related to our functions.
- Your authorized representatives or legal advisers.
- Credit providers for credit related purposes such as credit worthiness, credit ratings and financing.
- Our professional advisers, such as our accountants, auditors and legal and business advisers.
- Government and regulatory bodies as required by law.
- Organizations involved in the transfer of assets by sale or by way of security for finance etc.

Data Quality

We will take reasonable steps to ensure personal information is accurate, complete and up-to-date before we use or disclose it.

Data (Privacy) Security

Faulkner Removals is committed to ensuring that the information you provide to us is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure information and protect it from misuse, interference, loss and unauthorised access, modification and disclosure.

Where we employ data processors to process personal information on our behalf, we only do so on the basis that such data processors comply with the requirements under the GDPR and that have adequate technical measures in place to protect personal information against unauthorised use, loss and theft.

The transmission and exchange of information is carried out at your own risk. We cannot guarantee the security of any information that you transmit to us or receive from us. Although we take measures to safeguard against unauthorised disclosures of information, we cannot assure you that personal information that we collect will not be disclosed in a manner that is inconsistent with this Privacy Policy.

Openness

Faulkner has clearly expressed policies on the management of personal information, which is readily available to the public.

Faulkner will take reasonable steps to let individuals know what sort of personal information it holds, for what purposes, and how it collects, holds, uses and discloses that information.

Access and Correction

You may request details of personal information that we hold about you in accordance with the provisions of the Privacy Act 1988 (Cth), and to the extent applicable the EU GDPR. If you would like a copy of the information which we hold about you or believe that any information we hold on you is inaccurate, out of date, incomplete, irrelevant or misleading, please email us at info@faulknerremovals.com.au

We reserve the right to refuse to provide you with information that we hold about you, in certain circumstances set out in the Privacy Act or any other applicable law.

Identifiers

Faulkner will not adapt as its own identifier of an individual an identifier of the individual that has been assigned by an agency or agent of, or contractor to a government agency acting as a contractor.

Faulkner will not use or disclose an identifier assigned to an individual by an agency, or by an agent or contracted service provider unless: (a) the use or disclosure is necessary for Faulkner to

fulfil its obligations to the agency; or the use is permitted by law; or the use or disclosure is by a prescribed organisation of a prescribed identifier in prescribed circumstances.

Anonymity

Wherever it is lawful and practical, individuals have the option of not identifying themselves when entering transactions with Faulkner Removals.

Trans border Data Flows

Faulkner will not transfer personal data outside Australia unless:

Faulkner reasonably believes that the recipient of the information is subject to a law, binding scheme or contract which effectively upholds the principles of fair handling of the information that are substantially similar to these rules; or

- a. The individual consents to the transfer; or
- b. The transfer is necessary for the performance of a contract between the individual and Faulkner, or for the implementation of pre-contractual measures taken in response to the individual's request; or
- c. The transfer is necessary for the conclusion or performance of a contract concluded in the interest of the individual between Faulkner and a third party; or

All of the following apply:

- a. the transfer is for the benefit of the individual;
- b. it is impractical to obtain the consent of the individual to that transfer;
- c. if it were practical to obtain such consent, the individual would be likely to give it; and
- d. Faulkner has taken reasonable steps to ensure that the information which it has transferred will not be held, used or disclosed by the recipient of the information inconsistently with these rules.

Internet Advertising

Third party vendors like Google can from time to time use cookies to serve ads based on a user's prior visits to the Faulkner Removals website. Faulkner Removals does not extract or hold any identifiable personal information from a user visiting our website who does not initiate a transaction with us. However, we do allow the use of cookies to enable vendors such as Google to track visitors browsing habits to enable ad serving.

If you would like to opt out of this style of ad serving please visit <http://www.google.co.uk/policies/privacy/ads/> for more information.:

Sensitive Information

Faulkner will not collect sensitive information about an individual unless:

The individual has consented; or

- a. The collection is required by law; or
 - b. The collection is necessary to prevent or less a serious and imminent threat to the life or health of any individual, where the individual whom the information concerns:
- is physically or legally incapable of giving consent to the collection; or
 - Physically cannot communicate consent to the collection:
 - c. The collection is necessary for the establishment, exercise or defence of a legal or equitable claim.

Monitoring and Enforcement

We monitor compliance with applicable privacy and data protection laws (incl. EU-GDPR) through our Privacy Policy and Control of Documents and Data procedure. We have in place procedures that address and all privacy related complaints and concerns. All staff are aware of the procedures and any breach in privacy may lead to disciplinary action.

If you have any questions or believe that your personal and/or confidential information has not been handled correctly please contact the Managing Director of your local Faulkner Removals branch.