

# Privacy Policy for Refreshing Memories

## COMMITMENT TO PRIVACY

REFRESHING MEMORIES takes its privacy obligations seriously and we are committed to the National Privacy Principles and the Privacy Act 1988. Our Privacy Policy outlines how, when and why REFRESHING MEMORIES will collect, use, disclose and store your personal information. This includes information and opinions about customers that we collect and record and which could be used to reasonably identify them.

## COLLECTION OF PERSONAL INFORMATION

The information REFRESHING MEMORIES generally collects includes your name, address, telephone number and other contact details.

REFRESHING MEMORIES does not collect sensitive information, such as your political or religious beliefs, your ethnicity, sexual preferences or health information.

## WHY WE COLLECT PERSONAL INFORMATION

REFRESHING MEMORIES collects and uses personal information about customers to provide a range of products and services and to assist in internal administration and operations, including accounting, risk management, record keeping, archiving, systems developments.

## HOW WE COLLECT INFORMATION

REFRESHING MEMORIES collects personal information on customers when they apply to open an account or when they place orders for product with the company, either by written or verbal contact.

## STORAGE AND SECURITY OF PERSONAL INFORMATION

REFRESHING MEMORIES stores personal information in a combination of secure computer database and paper-based files and other records. The database and any hard copies of personal information kept by REFRESHING MEMORIES will be secure and accessible only by authorised personnel.

REFRESHING MEMORIES is committed to keeping your personal information secure and will take all reasonable precautions to protect your personally identifiable information from loss, misuse or alteration.

Additionally REFRESHING MEMORIES takes reasonable steps to destroy or permanently de-identify personal information when we no longer need it. Wherever practicable we will provide you the option of interacting with us anonymously.

## USE OF PERSONAL INFORMATION

As the privacy of our customers is of utmost importance to REFRESHING MEMORIES, we will not sell, rent or trade your personal information without consent.

However, to ensure a high level of service, we may disclose information to outside contractors to carry out specialised activities on our behalf. If you do not wish to receive marketing information from us, please contact us.

To better protect your privacy, we impose strict requirements of security and confidentiality on all third parties as to how they handle your personal information. Outside contractors are not allowed to use information about you for any purpose except to perform the services we have asked them to provide.

## ACCURACY OF PERSONAL INFORMATION

REFRESHING MEMORIES aims to ensure that your personal information is accurate, complete and up-to-date. To assist with this, please contact us if your details change. If you believe the information we have about you is not accurate, please contact us and we will take all reasonable steps to correct or update the information.

## ACCESS TO PERSONAL INFORMATION

Upon request, REFRESHING MEMORIES will provide you with a copy of any personal information which we hold about you in accordance with our obligations under the Privacy Act. Before so doing, it may be necessary for you to provide identification.

REFRESHING MEMORIES is not obliged to provide you with access to this personal information if:

- It would pose a serious and imminent threat to the life or health of an individual;
- It would have an unreasonable impact upon the privacy of other individuals;
- The request is frivolous or vexatious;
- The information relates to existing or anticipated legal proceedings between REFRESHING MEMORIES and you, and the information would not be required to be provided to you in those proceedings;
- It would reveal the intentions of REFRESHING MEMORIES in relation to negotiations with you in such a way as to prejudice those negotiations;

- It would be unlawful, may prejudice an investigation of possible unlawful activity, may prejudice enforcement of laws, or denying access is specifically authorised by law; or
- It would reveal evaluative information generated by REFRESHING MEMORIES in connection with a commercially sensitive decision making process.

REFRESHING MEMORIES will provide you with reasons if it declines your request for access to your personal information.

REFRESHING MEMORIES undertakes to promptly acknowledge and investigate any complaint about the way we manage personal information.

#### **CONTACT US**

If you have any questions about this policy or if you wish to update information we hold about your or to make a complaint, please contact us:

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