

PRESTIGE COMMUNICATION SYSTEMS PTY LTD

Privacy Statement

1. Background

PRESTIGE COMMUNICATION SYSTEMS PTY LTD trading as Prestige Communications (ABN 39 076 005 475) provide IT solutions, digital media solutions, consultancy, hardware, software, installations and associated services within Australia.

In this Privacy Statement, the use of “we”, “us” or “our” means Prestige Communications.

Prestige Communications are committed to the protection of your privacy and the handling of your personal information in accordance with the Australian Privacy Principles in the Privacy Act 1988 (Cth).

The following Privacy Statement outlines how we collect, use and disclose your personal information.

2. What personal information do we collect?

In delivering products and services to you, we may collect the following personal information:

- a. personal or business identification details such as name, address, phone numbers, email addresses;
- b. financial, credit and trade reference information;
- c. data relating to your historical trading activities with us.

3. Why do we collect personal information?

The main purposes for which we collect, hold, use and disclose personal information are in:

- a. the provision of products and services to our customers;
- b. obtaining products and services for you from our suppliers;
- c. responding to information enquiries from you regarding our products and services

In addition we may collect, hold, use and disclose personal information for other purposes. These will be explained at the time of collection or in circumstances where collection is:

- a. required or authorised by or under law (including, without limitation, privacy legislation);
- b. necessary to deliver the product or service that you have requested;

- c. necessary to protect the rights, property or personal safety or our customers, members of the public or our interests;
- d. necessary due to the transfer of assets or operations of our business to another party as a going concern; or
- e. a specific situation where a customer has provided their consent.

4. How do we collect information from you?

We collect personal information about you in a number of ways including:

- a. directly from you, such as when you:
 - (i) contact us regarding our services or products;
 - (ii) provide personal information by phone;
 - (iii) complete account application forms;
 - (iv) send us documents by post, fax or email;
 - (v) subscribe to mailing lists;
 - (vi) place orders for our products or services;
 - (vii) enter your personal details on our website; or
 - (viii) make a payment to us.
- b. From other organisation's, representatives or information sources including:
 - (i) organisation's we work together with to provide services or products to you;
 - (ii) your representatives, such as executors or attorneys;
 - (iii) publicly available information;
 - (iv) credit-reporting and fraud-checking agencies and credit providers for purposes such as credit worthiness, credit rating, credit provision and financing;
 - (v) from our own records of your dealings with us; or
 - (vi) when legally required to do so.

Where reasonable and practicable, we collect personal information directly from you rather than a third party.

From time to time we may receive personal information from another source that we have taken no active steps to collect (unsolicited personal information). We may keep records of this information

where the Privacy Act permits, and the information is reasonably necessary for us to provide services or products to you.

Where information is collected and is not reasonable necessary to delivering our products and services, we will destroy or de-identify the information as soon as practicable, where it is lawful and reasonable to do so.

When we collect personal information, we collect it in a way that is lawful, fair and not intrusive.

We do not collect sensitive information about you without your consent.

5. How do we use your personal information?

Personal information will be used by us for the purpose for which we have collected it.

Your personal information will not be used for any other purpose that is not related to the main purpose of collection, or where it is reasonable to expect us to use or disclose the information for that other purpose.

Personal information which we collect may be used by us:

- a. to identify you;
- b. in providing services or products to you and the administration and management of those services and products;
- c. to provide you with information about our services and products;
- d. to develop and improve our services to you;
- e. in undertaking risk assessment and management; or
- f. in gathering data and disclosing data to third parties such as:
 - (vii) insurance brokers and insurers;
 - (viii) credit reporting agencies;
 - (ix) financial institutions including our own bankers;
 - (x) our professional advisors, including our accountants, auditors and lawyers;
 - (xi) service providers; and
 - (xii) industry groups having a legitimate reason to receive such information as necessary from time to time for our organisation's functions.

In providing us your personally identifiable information, you may receive telephone calls, emails or letters containing information about us. You agree to receiving emails and letters from us including

information on areas of interest that you have indicated and information on our services and products.

If you do not want to receive these communications, please contact us immediately.

You may be asked to indicate your preference to receiving promotional material, when submitting information to us.

6. When do we disclose personal information to third parties?

Personal information may be disclosed to third parties where appropriate and as set out in how we use your information. Personal information disclosed to third parties may include:

- a. financial institutions for payment processing;
- b. referees whose details are provided to us; and
- c. contracted service providers, including:
 - (i) information technology service providers;
 - (ii) mailing houses, freight and courier services;
 - (iii) printers and distributors of direct marketing material; and
 - (iv) external business advisers (such as auditors, lawyers).

Where contracted service providers are used, we may disclose personal information to them, and they may in turn provide personal information to us which has been collected from you in the course of providing the relevant products or services.

We do not provide any personal information to any third parties other than where required by law or as set out in this Privacy Statement.

We will not sell, trade or rent your personal information to others. We may provide aggregate statistics of our customers to third parties where necessary, however this will not include any personally identifiable information.

We co-operate with law enforcement agencies as required by law. We will also use or disclose personal information if we reasonably believe that it is necessary to lessen or prevent a serious or imminent threat to the life or health of a person.

7. How do we keep your information secure?

Prestige Communications take all reasonable steps to ensure all information managed by us, including your personal information is kept confidential, secure and is protected against unauthorised use, modification or disclosure.

We also take all reasonable steps to ensure your information is maintained only for the purpose for which it is intended.

We use up to date and secure data communications technology.

8. Can I deal with you with anonymity?

Where possible and if requested, we will allow you to anonymously deal with us. However, in the delivery of our products and services, we may not be able to provide you our full range of services and products without personal information provided.

9. Can I access and update my personal information?

We take all reasonable steps to ensure personal information held by us is accurate, correct, up-to-date and complete.

You have the right to request the details of your personal information held with us to ensure that it is accurate, relevant, up to date and complete.

If you believe your personal information is not correct, contact us immediately. We will not charge a fee for requesting access to your information; however, you may be charged a reasonable cost for processing your information request.

Your request for access to your personal information may be declined in certain circumstances, including:

- a. where allowing access could put you or another person at risk of harm;
- b. the request infringes on the privacy of another person; or
- c. if we believe that your request for access is unlawful, frivolous or vexatious.

10. Will my personal information be used for direct marketing purposes?

We may use your personal information to advise you of products or services provided by us, or those of our third party partners, contractors, or suppliers. Details used specifically will be your name and relevant address details.

We and/or our partners, contractors or suppliers may contact you for direct marketing purposes by mail, email, SMS, telephone or online advertising.

By providing us with your personal information you consent to us and/or our partners, contractors or suppliers contacting you for such purposes unless you notify us otherwise.

If we have collected the personal information that we use to send you direct marketing material from a third party (for example a direct mail database provider), you are entitled to ask us to disclose the source of the information. We will comply with this request unless it is unreasonable or impracticable to do so.

11. Can I opt out of direct marketing?

You are entitled to opt out of direct marketing from us at any time by:

- a. contacting your account administrator and updating your communication preferences;
- b. advising us in writing via PO Box 43, Coopers Plains QLD 4108 or by emailing admin@prescom.com.au
- c. advising us by phone call that you do not wish to receive further direct marketing;
- d. any unsubscribe functions provided through our website, email, app or via SMS.

12. Will personal information be collected through the use of Cookies?

Cookies used in any part of our website will not be utilised for collecting personal or identifiable information. Cookies will only be used for our administration and management purposes.

13. Who can I contact for further information or to lodge a complaint?

If you require further information or would like to lodge a complaint regarding our management of your personal information, please contact us in writing via the details below:

Prestige Communications

PO Box 43, Coopers Plains QLD 4108

or

admin@prescom.com.au