

# GORDON MARVIL PTY LTD

## Gordon Marvil Privacy Statement

### Introduction

This privacy statement applies to all business activities of **Gordon Marvil** and its related and trading entities, including its websites that include [www.gordonmarvil.com.au](http://www.gordonmarvil.com.au); [www.businesssaver.com.au](http://www.businesssaver.com.au); and [www.athomesaver.com.au](http://www.athomesaver.com.au); to the extent that they affect or involve the collection, use, disclosure or handling of personal information.

### Protecting Your Privacy

**Gordon Marvil** is committed to providing you with the highest levels of customer service. This includes protecting your privacy. **Gordon Marvil** is bound by the Commonwealth Privacy Act 1988, which sets out a number of principles concerning the protection of your personal information. Set out below is information that **Gordon Marvil** is required to communicate to its customers. **Gordon Marvil** recommends that you keep this information for future reference.

### Gordon Marvil

**Gordon Marvil** provides a range of business and residential services, either through a particular division within **Gordon Marvil** or through one of its related companies.

### Your personal information

Personal information held by **Gordon Marvil** may include your name, date of birth, current and previous addresses, telephone/mobile phone number, email address, bank account or credit card details, occupation, driver's licence number and your **Gordon Marvil** PIN, username or password. **Gordon Marvil** also holds details of your **Gordon Marvil** services (including their status).

If you choose not to provide certain personal information (e.g. your date of birth), **Gordon Marvil** may not be able to provide you with the services you require, or the level of service on which **Gordon Marvil** prides itself.

Occasionally, you may need to provide personal information about other individuals to **Gordon Marvil** (e.g. about your authorised representatives). If so, **Gordon Marvil** relies on you to inform those individuals that you are providing their personal information to **Gordon Marvil** and to advise them that **Gordon Marvil** can be contacted for further information (see 'How to contact us' below).

### How we collect personal information

**Gordon Marvil** collects personal information in a number of ways, including:

- directly from you, when you provide information by phone or in application forms, or when you submit your personal details through **Gordon Marvil**'s web sites;
- from third parties such as **Gordon Marvil** related companies, credit reporting agencies or your representatives;
- from publicly available sources of information;
- from the organisations identified below under 'When **Gordon Marvil** discloses your personal information';
- from **Gordon Marvil**'s own records of how you use your **Gordon Marvil** services; or
- when legally required to do so.

### How we use your personal information

Your personal information may be used to:

- verify your identity;
- assist you to subscribe to **Gordon Marvil** services;
- provide the services you require;
- administer and manage those services, including charging, billing and collecting debts;
- inform you of ways the services provided to you could be improved;
- conduct appropriate checks for credit-worthiness and for fraud;
- research and develop **Gordon Marvil** services;
- gain an understanding of your information and individual needs in order for **Gordon Marvil** to provide you with a better service; and
- maintain and develop **Gordon Marvil's** business systems and infrastructure, including testing and upgrading of these systems.

Also, your personal information is collected so that **Gordon Marvil** can promote and market its services to you (including by way of direct mail, telemarketing, SMS and MMS messages). **Gordon Marvil** does this to keep you informed of its products, services and special offers. If you do not wish **Gordon Marvil** to promote and market its products, services and special offers to you, please call 1800 728 502.

In relation to marketing and promotional material sent via email, **Gordon Marvil** will send such material only if you elect to receive it (i.e. opt-in) or if it is provided in response to your request.

#### **When we disclose your personal information**

In order to deliver the services you require, **Gordon Marvil** may disclose your personal information to organisations outside of **Gordon Marvil** and its subcontractors. Your personal information is disclosed to these organisations only in relation to **Gordon Marvil** providing its services to you. These organisations carry out **Gordon Marvil's**:

- customer enquiries;
- mailing operations;
- billing and debt-recovery functions;
- information technology services;
- installation, maintenance and repair services;
- marketing, telemarketing and door-knocking services;
- market research; and
- website usage analysis.

**Gordon Marvil** takes reasonable steps to ensure that these organisations are bound by confidentiality and privacy obligations in relation to the protection of your personal information.

In addition, **Gordon Marvil** may disclose your personal information to:

- your authorised representatives or your legal advisers (e.g. when requested by you to do so);
- credit-reporting and fraud-checking agencies;
- credit providers (for credit related purposes such as credit-worthiness, credit rating, credit provision and financing);
- **Gordon Marvil** related companies;
- **Gordon Marvil** professional advisers, including its accountants, auditors and lawyers;
- other information service providers (for example, if you obtain services from other providers, **Gordon Marvil** may need to disclose your personal information for billing purposes);
- government and regulatory authorities and other organisations, as required or authorised by law; and
- organisations who manage **Gordon Marvil** business and corporate strategies, including those involved in a transfer/sale of all or part of its assets or business (including accounts and trade receivables) and those involved in managing **Gordon Marvil's** corporate risk and funding functions (e.g. securitisation).

## **Gordon Marvil's Web Sites**

**Gordon Marvil** provides products and services via its various web sites. When you visit **Gordon Marvil** sites, its web servers record anonymous information such as the time, date and URL of the request. This information assists **Gordon Marvil** to improve the structure of its web sites and monitor their performance.

**Gordon Marvil** may use 'cookies' on various web sites. Cookies are an industry standard and most major web sites use them. A cookie is a small text file that our web sites may place on your computer. Usually, cookies are used as a means for **Gordon Marvil** web sites to remember your preferences. As such, cookies are designed to improve your experience of **Gordon Marvil** web sites.

In some cases, cookies may collect and store personal information about you. **Gordon Marvil** extends the same privacy protection to your personal information, whether gathered via cookies or from other sources. You can adjust your Internet browser to disable cookies or to warn you when cookies are being used. However, if you disable cookies, you may not be able to access certain areas of our web sites or take advantage of the improved web site experience that cookies offer.

**Gordon Marvil** also collects Internet Protocol (IP) addresses. IP addresses are assigned to computers on the internet to uniquely identify them within the global network. **Gordon Marvil** collects and manages IP addresses as part of the service of providing internet session management and for security purposes.

## **Help us to ensure we hold accurate information**

**Gordon Marvil** takes all reasonable precautions to ensure that the personal information it collects, uses and discloses is accurate, complete and up-to-date. However, the accuracy of that information depends to a large extent on the information you provide. That's why **Gordon Marvil** recommends that you:

- let **Gordon Marvil** know if there are any errors in your personal information; and
- keep **Gordon Marvil** up-to-date with changes to your personal information such as your name or address.

## **Data security**

**Gordon Marvil** maintains sophisticated data security systems, networks and procedures. In particular all databases maintained by **Gordon Marvil** are protected by secure network links, which are complimented by password protection, virus protection and internal quality procedures.

## **Transborder Data Flows**

**Gordon Marvil** will not transfer personal information relating to an individual outside Australia unless the individual has consented to such a transfer and **Gordon Marvil** has satisfied itself that the recipient of the personal information will uphold principles for the handling of personal information which are similar to the National Privacy Principles.

## **Sensitive and health related information**

**Gordon Marvil** will apply particularly stringent procedures (including the provisions of the National Privacy Principles) to its collection, use, disclosure and handling of any personal information, which includes sensitive information (e.g. information concerning race, religion, political affiliations) or health information (e.g. information concerning an individual's medical condition). Where practicable, **Gordon Marvil** will maintain the anonymity of an individual in a database of personal health information unless the identity of the individual is necessary to perform a lawful activity.

## **You can access your personal information**

You have a right to access your personal information, subject to some exceptions allowed by law. If you would like to do so, you will need to put your request in writing for, security reasons, and either send it by mail to:

**Gordon Marvil Pty Ltd**

P.O. BOX 265

Narre Warren North VIC 3804

or by facsimile to 1800 728 503.

**Gordon Marvil** reserves the right to charge a fee for searching for and providing access to your information.

**How to contact us:**

If you have any questions in relation to privacy, please contact **Gordon Marvil** on 1800 728 502 between 8.30am and 6.00pm, Monday to Friday (excluding National Australian Public Holidays)

**Gordon Marvil**

Privacy Policy v1.1 July 2010