



## PRIVACY POLICY

### Intent

Our organisation is committed to protecting your personal information and privacy. It is bound by The Privacy Amendment (Enhancing Privacy Protection) Act 2012 (Privacy Amendment Act) which made many significant changes to the Privacy Act 1988 (Privacy Act). These changes commenced on 12 March 2014. The Privacy Regulation 2013, made under the Privacy Act, also commenced on 12 March 2014. Where appropriate, our organisation will handle personal information relying on the related bodies' corporate exemption and the employee records exemption in the Privacy Act.

Our respect for our customers' privacy is paramount. We have policies and procedures to ensure that all personal information is handled in accordance with Australian Privacy Principles.

This Privacy Policy sets out our policies on the management of personal information – that is, how we collect personal information, the purposes for which we use this information, and to whom this information is disclosed. If you have any questions or concerns about our policy, or our practices in relation to your personal information, please contact us at [info@argoes.com.au](mailto:info@argoes.com.au).

### Scope

This Privacy Policy applies to all information collected through our website ([www.argoes.com.au](http://www.argoes.com.au)), and/or any related services, sales, marketing or events (we refer to them collectively in this privacy policy as the '**Services**').

### Policy Elements

#### 1.0. Defining Personal Information

Personal information is information that could identify you. Examples of personal information include your name, address, telephone number and email address, or more complex information like a resume.

#### 2.0. Types of Information Collected

We collect personal information that you voluntarily provide to us when expressing an interest in obtaining information about us or our products and services, when participating in activities on the Services or otherwise contacting us. Generally, you have no obligation to provide any personal information to us. However, if you choose to withhold personal information, we are unlikely to be able to respond to your application or query.

The personal information we collect depends on the context of your interactions with us and the Services, the choices you make and the products and features you use. This can include the following:

- Publicly Available Personal Information – e.g. first name, last name, phone number, email addresses, social media and other similar data
- Personal Information Provided by You – including data collected from surveys, job applications, purchase history, financial information and other similar data

- ▶ Information automatically collected – We automatically collect certain information when you visit, use or navigate the Services. This information does not reveal your specific identity (e.g. your name or contact information) but may include device and usage information, such as your IP address, browser and device characteristics, country and information about how and when you use our Services. This information is primarily needed to maintain the security and operation of our Services, and for our internal analytics and reporting purposes. Like many businesses, we also collect information through cookies and similar technologies.

All personal information that you provide to us must be true, complete and accurate, and you must notify us of any changes to such personal information.

We engage third party service providers (including related companies of our organisation which may be located outside Australia) to perform functions for our organisation. Such functions include mailing, delivery of purchases, credit card payment authorisation, trend analysis, external audits, market research, promotions and the provision of statistical sales information to industry bodies. For our service providers to perform these functions, in some circumstances it may be necessary for us to disclose your personal information to those organisations. Where disclosures take place, we work with these third parties to ensure that all personal information we provide to them is kept secure, is only used to perform the task for which we have engaged them and is handled by them in accordance with the Australian Privacy Principles.

### **3.0. Information Usage**

We use personal information collected for a variety of business purposes described below. We process your personal information for these purposes in reliance on our legitimate business interests, in order to enter into or perform a contract with you, with your consent, an/or for compliance with our legal obligations.

We use the information we collect and receive:

- ▶ To send you marketing and promotional communications, where this is in accordance with your marketing preferences
  - ▶ You can opt-out of our marketing emails at any time
- ▶ To send administrative information
  - ▶ Such as product information or changes to our terms, conditions and policies
- ▶ Fulfil and manage orders
- ▶ To post testimonials
  - ▶ Prior to posting, we will obtain your consent to use your name and testimonial
  - ▶ If you wish to update or delete your testimonial contact us via email.
- ▶ Deliver targeted advertising to you
- ▶ Request feedback
- ▶ To protect our Services
- ▶ To enforce our terms, conditions and policies for Business Purposes, Legal and Contractual Reasons
- ▶ To respond to legal requests and prevent harm

- To deliver services to the user
- To respond to user inquiries/offer support to users
- For other Business Purposes
- Such as data analysis, identifying usage trends, to evaluate and improve our Services, products, marketing and your experience

For the same purposes, we may share your information with other members of the organisation and their respective service providers, agents and contractors. If we do this, we require these parties to protect your information in the same way we do.

When you visit this website or download information from it, our internet Service Provider (ISP) makes a record of your visit and records the following information:

- your internet address
- your domain name, if applicable
- date and time of your visit to the website

Our ISP also collects information such as the pages our users access, the documents they download, links from other sites they follow to reach our website, and the type of browser they use. However, this information is anonymous and is only used to statistical and website development purposes.

We use a variety of physical and electronic security measures, including restricting physical access to our offices, firewalls and secure databases to keep personal information secure from unauthorised use, loss or disclosure. However, you should keep in mind that the internet is not a secure environment. If you use the internet to send us any information, including your email address, it is sent at your own risk.

#### **4.0. Protecting Personal Information**

At all times, we take great care to ensure your personal information is protected from unauthorised access, use, disclosure or alteration. We endeavour to ensure that our employees are aware of, and comply with, their obligations in relation to the handling of personal information. Only properly authorised employees are permitted to see or use personal information held by our organisation and, even then, only to the extent that is relevant to their roles and responsibilities. Your personal information will not be sold to any other organisation for that organisations' unrelated independent use. We may process or share data based on the following legal basis:

- If you have given us specific consent to use personal information for specific purpose
- Where reasonably necessary to achieve our legitimate business interests
- In order to fulfil the terms of our contract with you
- Where we are legally required to do so in order to comply with applicable law
- If necessary to investigate, prevent or take action regarding potential violations of our policies, suspected fraud, situations involving potential threats to the safety of any person and illegal activities

Further, we will not share your personal information with any organisations, other than those engaged by us to assist us in the provision of our products

and services (as described above). However, please also remember that we cannot guarantee that the internet itself is completely secure. Although we will do our best to protect your personal information, transmission of personal information to and from our Services is at your own risk. You should only access the Services within a secure environment.

#### **5.0. Cookies**

A cookie is a small message given to your web browser by our web server. The browser stores the message in a text file, and the message is then sent back to the server each time the browser requests a page from the server. Our organisation makes limited use of cookies on this website. Cookies are used to measure usage sessions accurately, to gain a clear picture of which areas of the website attract traffic and to improve the functionality of our website.

When cookies are used on this website, they are used to store information relating to your visit such as a unique identifier, or a value to indicate whether you have seen a web page. We use session (not permanent) cookies. They are used to distinguish your internet browser from the thousands of other browsers. This website will not store personal information such as email addresses or other details in a cookie.

Most internet browsers are set up to accept cookies. If you do not wish to receive cookies, you may be able to change the settings of your browser to refuse all cookies or to notify you each time a cookie is sent to your computer, giving you the choice whether to accept it or not.

#### **6.0. Information Storage**

We will only keep your personal information for as long as it is necessary for the purposes set out in this privacy policy, unless a longer retention period is required or permitted by law.

When we have no ongoing legitimate business need to process your personal information, we will either delete or anonymise. If this is not possible, then we will securely store your personal information and isolate it from any further processing until deletion is possible.

#### **7.0. Accessing and Correcting Your Personal Information**

Wherever possible and appropriate, we will let you see the personal information we hold about you and correct if it is wrong. If we do not allow you access to any part of the personal information we hold about you, we will tell you why.

If you wish to obtain access to your personal information held by us, or to request us to correct any errors in that information, please contact us at [info@argoes.com.au](mailto:info@argoes.com.au).

We may change our Privacy Policy from time to time at our discretion and without notice. At any time, the latest version is available from our website.