

## Privacy Policy

**Oz Filter Warehouse** is committed to providing quality products to you and this policy outlines our ongoing obligations to you in respect of how we manage your Personal Information.

### What is Personal Information and why do we collect it?

Personal Information is information or an opinion that identifies an individual. Examples of Personal Information we collect include: names, addresses, email addresses, phone and facsimile numbers. This Personal Information is obtained in many ways including by telephone, by email, via our website [www.ozfilterwarehouse.com.au](http://www.ozfilterwarehouse.com.au), and from third parties. We do not guarantee website links or policy of authorised third parties.

We collect your Personal Information for the primary purpose of providing our products to you. We may also use your Personal Information for secondary purposes closely related to the primary purpose, in circumstances where you would reasonably expect such use or disclosure. When we collect Personal Information we will, where appropriate and where possible, explain to you why we are collecting the information and how we plan to use it.

### Third Parties

Where reasonable and practicable to do so, we will collect your Personal Information only from you. However, in some circumstances we may be provided with information by third parties. In such a case we will take reasonable steps to ensure that you are made aware of the information provided to us by the third party.

### Disclosure of Personal Information

Your Personal Information may be disclosed in a number of circumstances including the following:

- Third parties where you consent to the use or disclosure; and
- Where required or authorised by law.

### Security of Personal Information

Your Personal Information is stored in a manner that reasonably protects it from misuse and loss and from unauthorized access, modification or disclosure.

When your Personal Information is no longer needed for the purpose for which it was obtained, we will take reasonable steps to destroy or permanently de-identify your Personal Information. However, most of the Personal Information in hard copy is or will be stored in client files which will be kept by us for a minimum of 7 years.

### Access to your Personal Information

You may enquire and request the Personal Information we hold about you for purposes of update or removal. If you wish to access your Personal Information, please contact us by email or in writing. In order to protect your Personal Information, we may require identification from you before releasing the requested information.

### Maintaining the Quality of your Personal Information

It is an important to us that your Personal Information is up to date. We will take reasonable steps to make sure that your Personal Information is accurate, complete and up-to-date. If you find that the information we have is not up to date or is inaccurate, please advise us as soon as practicable so we can update our records and ensure we can continue to provide quality products to you.

### Policy Updates

This Policy may change from time to time and is available on our website.

### Privacy Policy Complaints and Enquiries

If you have any queries or complaints about our Privacy Policy please contact us.