

# Privacy policy

## PRIVACY POLICY

The terms “Abril” “us” “we”, and “our” as contained in this policy, refer to ABRIL BUILDING SOLUTIONS PTY LTD (ACN 126 948 507) and ABRIL RESTORATIONS PTY LTD (ACN 41 611 734 635), either of their subsidiaries and Related Bodies Corporate, within the meaning given in *the Corporations Act 2001* (Cth))

This policy contains information about our ongoing obligations to you and how we manage personal information that you provide to us either by visiting our website or our store as a customer or a member of the public.

As a company operating in Australia, Abril is bound by the Australian Privacy Principles (“**APPs**”) as set out in *the Privacy Act 1988* (Cth) (“**the Privacy Act**”) and we recognise how important your personal information, its collection, use and disclosure may be to you. A copy of the Australian Privacy Principles may be obtained from the website of The Office of the Australian Information Commissioner at [www.aaic.gov.au](http://www.aaic.gov.au)

## PERSONAL INFORMATION

Personal Information is data that identifies an individual. Examples of Personal Information we collect include: names, addresses, email addresses, phone numbers, date of birth, transaction information, payment information, your Internet Protocol (“**IP**”) Address and CCTV images whilst you are in one of our stores.

Personal Information is obtained in many ways including meetings, correspondence, by telephone, by email, via our website [www.abril.com.au](http://www.abril.com.au), from your website, from media and publications, from other publicly available sources, from cookies and from third parties. We don’t guarantee website links or policy of authorised third parties.

## WHY WE COLLECT, HOLD, USE OR MAY DISCLOSE YOUR PERSONAL INFORMATION

The Personal Information we collect is subject to how you engage with us.

We hold, collect, disclose and use your Personal Information for purposes in connection with our business operations of providing goods and services that I include:

- Providing services you have requested;
- Processing payments for services;
- Addressing queries associated with our services;
- Providing information to our customers and marketing
- Research and statistics to improve the customer experience

We may also use your Personal Information for purposes:

- Closely related to a primary purpose
- Which are required or authorised by law
- In circumstances where you would reasonably expect such use or disclosure.

## SHARING PERSONAL INFORMATION

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.

Your Personal Information may be shared with a third party for purposes in connection with our business operations of providing goods and services as may be appropriate or where required by law. The third-parties may include:

- Insurance providers
- Financial institutions
- Delivery agents, providers
- IT Providers (including cloud service for storing data)
- Abril Advisors (including lawyers)
- Event Organisers
- Government bodies

## HOW WE HOLD YOUR PERSONAL INFORMATION

We store Personal Information in mediums including computer databases and in hard copy documents, held in our office and we make every effort to protect that information from being misused, otherwise interfered with or unlawfully disclosed.

## SECURITY

We make reasonable efforts to secure your Personal Information and to ensure that is stored in a manner that reasonably protects it from misuse and loss and from unauthorized access, modification or disclosure.

You are responsible for the disclosure of information on our website and while we take steps to secure Personal Information provided to us, you provide that information at your own risk. In the event a security breach comes to your attention, please let us know.

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

## ACCESS TO PERSONAL INFORMATION

You may access the Personal Information we hold about you and to update and/or correct it, subject to certain exceptions. If you wish to access your Personal Information, please email us your relevant request to [claims@abril.com.au](mailto:claims@abril.com.au)

Abril will not charge any fee for your access request, but you may incur an administrative fee (in the event that your request us to provide) for providing a copy of your Personal Information.

In order to protect your Personal Information we may require identification from you before releasing the requested information.

## POLICY UPDATES

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

## **SENSITIVE INFORMATION**

Sensitive information is defined in the Privacy Act to include information or opinion about such things as an individual's racial or ethnic origin, political opinions, membership of a political association, religious or philosophical beliefs, membership of a trade union or other professional body, criminal record or health information.

Sensitive information will be used by us only:

- For the primary purpose for which it was obtained
- For a secondary purpose that is directly related to the primary purpose
- With your consent; or where required or authorised by law.

## **MAINTAINING THE QUALITY OF YOUR PERSONAL INFORMATION**

It is 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 services to you.

## **COMPLAINTS AND ENQUIRIES**

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

[claims@abril.com.au](mailto:claims@abril.com.au)

1300 556 641