

PRIVACY POLICY

POLICY

Spax Pacific Pty Ltd (Australia & New Zealand) (“Spax Pacific”) is committed to protecting the privacy and security of our customers and to ensuring that all staff involved in collection or storing of personal information comply at all times with our obligations under **The Privacy Act 1988 (Australia), the Privacy Act 1993 (New Zealand) and the European Union General Data Protection Regulation (GDPR)**.

The Privacy Act (Australia) is an Australian law which regulates the handling of personal information about individuals. This includes the collection, use, storage and disclosure of personal information, and access to and correction of that information. **The Australian Privacy Principles (APPs)** regulate the handling of personal information. The **13 APPs** are contained in schedule 1 of the Privacy Act and can be accessed in the link below.

The Privacy Act (New Zealand) is a New Zealand law which regulates the handling of personal information about individuals. **The Information Privacy Principles (IPPs)** regulate the handling of personal information. The **12 IPPs** are contained in section 6 of the Privacy Act (New Zealand) and can be accessed in the link below.

The **GDPR** replaces the 1995 Data protection Directive and is a regulation on data protection and privacy for all individuals within the European Union (EU) and the European Economic Area (EEA). It also addresses the export of personal data outside the EU and EEA. A copy of the **GDPR** can also be accessed on the below link and is deemed incorporated by reference in the Spax Pacific Privacy Policy whether or not they are specifically referred to in our Spax Pacific Privacy Policy.

PRIVACY STATEMENT

1. Spax Pacific is committed to protecting the privacy of our customers and abides by the APPs, IPPs and GDPR.
2. Spax Pacific will only collect, by lawful means and with the consent of our customers, information needed to effectively perform its services, functions or activities.
3. Spax Pacific collects and holds the following information about its customers:
 - Name
 - Email address
 - Phone numbers
 - Physical address
 - bank account details
4. Spax Pacific collects and holds customer personal information electronically and in a physical form. Spax Pacific will dispose of the information if the customer de-subscribes from the services or the customer no longer exists.
5. A customer may complain about Spax Pacific’s collection, use, retention and disposal of personal information by contacting Spax Pacific and registering the complaint. If Spax Pacific does not respond within 30 days then a complaint may be made to the Australian Information commissioner.
6. Spax Pacific will not disclose any personal information it collects or holds to overseas recipients that are not directly connected with Spax Pacific.
7. Spax Pacific must, if requested, by the data subject (customer) rectify any inaccurate personal data concerning him or her.
8. Spax Pacific must erase (if requested by the data subject) personal information of the data subject if it is no longer necessary to hold the information or if the data subject withdraws consent to the holding of the information.
9. Spax Pacific will not use or disclose any personal information collected about its customers other than for the primary purpose for which it has been provided.

10. Spax Pacific will not use, sell or disclose any personal information for any other purpose without consent unless required or authorised to do so or is bound to do so by law.
11. Spax Pacific will ensure the information provider is informed of the purpose for which the information is required and that the information gathered is correct and up to date both at the time of collection and before use.
12. Spax Pacific will make every effort to protect the personal information held from misuse and loss and from unauthorised access, modification or disclosure.
13. Spax Pacific will grant access to a person's records that contain their personal information upon request. If an individual asks, Spax Pacific will let them know, what sort of personal information is held, what purposes it is held for and how it was collected, used and disclosed.
14. Spax Pacific will take appropriate steps to destroy or permanently de-identify personal information if no longer needed for any purpose it was collected for, on a request basis.
15. Spax Pacific will take appropriate steps to facilitate individual data portability requests.
16. Spax Pacific is committed to updating systems regularly to ensure ongoing security of data.



Director

07/11/2019

Date

LINKS:

- A** Australian Privacy Principles
- B** Information Privacy Principles
- C** European General Data Protection Regulation