

Privacy Policy

PRIVACY AND PROTECTION OF PERSONAL INFORMATION

Privacy Policy

The following Privacy Policy has been published to provide a clear and concise outline of how and when personal information is collected, stored, used and disclosed by CMR Group Pty Ltd trading as *Filing Solutions*.

CMR Group Pty Ltd ABN 87 112 018 247 / ACN 112 018 247 is bound by the Privacy Act (1988) and the National Privacy Principles.

This policy, and the Privacy Act, does not apply to employee records held by CMR Group Pty Ltd trading as *Filing Solutions*.

Filing Solutions may update this policy. We will notify you about significant changes in the way we treat personal information by sending a notice to the primary email address specified in your *Filing Solutions* account and/or by placing a prominent notice on our site. This Privacy Statement was last amended on 8 October 2005.

Information Collection and Use

As a business-to-business provider of products and services, *Filing Solutions* collects personal information when you register with *Filing Solutions*, when you use *Filing Solutions* products or services, and/or when you visit *Filing Solutions*. *Filing Solutions* may combine information about you that we have with information we obtain from business partners or other companies for internal analysis.

When you register we ask for your personal or company information such as name, Australian Business Number, Australian Company Number, mailing address, delivery address, name and telephone of person to contact and email address. In the case of credit account registrations additional information such as trade references, names and address of directors, proprietors and owners of corporate customers and any personal guarantors are collected as part of our credit application processes.

Certain communications from *Filing Solutions*, such as survey questions and *Filing Solutions* Newsletter, are considered part of *Filing Solutions* membership and you may opt out of receiving it. Once you register with *Filing Solutions* and sign in to our services, you are not anonymous to us.

Filing Solutions uses information for the following general purposes: providing your requests for products and services, marketing our products and services, improve our services, contact you, perform necessary credit checks in accordance with our credit application processes, conduct research, and provide anonymous reporting for internal and external clients.

Information Sharing and Disclosure

Filing Solutions does not rent, sell, or share personal information about you with other people or non-affiliated companies except to provide products or services you've requested, when we have your permission, or under the following circumstances:

As with most business organizations, *Filing Solutions* relies on third party suppliers (agents) to conduct specialised activities such as mail outs and the despatch of Internet messages. As such *Filing Solutions* provides the information to trusted partners who work on behalf of or with *Filing Solutions* under confidentiality agreements. These companies may use your personal information to help *Filing*

Solutions communicate with you about offers from **Filing Solutions** and our marketing partners. However, these companies do not have any independent right to share this information.

We believe it may be necessary to share information in order to investigate, prevent, or take action regarding illegal activities, suspected fraud, situations involving potential threats to the physical safety of any person, violations of the **Filing Solutions** terms of use, or as otherwise required by law.

Cookies

Filing Solutions may set and access **Filing Solutions** cookies on your computer to enable registered member to perform necessary **Filing Solutions** online features.

Confidentiality and Security

Filing Solutions limit access to personal information about you to employees who we believe reasonably need to come into contact with that information to provide products or services to you or in order to do their jobs.

Your **Filing Solutions** personal information is password-protected.

We will not otherwise use or disclose your personal information unless the use or disclosure is authorised under the National Privacy Principles.

Some examples of where use or disclosure is authorised under the National Privacy Principles are:

1. where the use or disclosure is required or authorised by or under law;
2. use or disclosure is necessary to prevent a threat to life, health or safety;
3. use or disclosure is necessary to investigate suspected unlawful activity, to prevent or detect a criminal offence or seriously improper conduct;
4. use or disclosure is reasonably necessary for the conduct of or preparation for court proceedings; or
5. you have consented, either expressly or impliedly, to our disclosing the information about you.

Promotional and Marketing Material

Filing Solutions acknowledges and respects an individual's choice to opt- out of **Filing Solutions'** direct marketing communications activities. Should you decide you do not wish to receive marketing or promotional materials from **Filing Solutions** please contact us in writing (via email, fax or letter), being sure to include your name, address and contact details(s), or as directed in any particular promotional material you may receive.

Personal information quality

Filing Solutions seek to keep personal information that is accurate, complete and up-to-date. To assist us with this, please contact us if any of the details you have provided change. Further, if you believe that the information we have about you is not accurate, complete or up-to-date, contact us and we will correct it.

Access to personal information

On request **Filing Solutions** will provide you with access to the personal information we store about you, but only to the extent we are able by law, and are required under the National Privacy Principles. If we are unable to give you the access requested, we will, if reasonable, consider whether the use of an

intermediary would allow sufficient access to meet both our needs. We will also provide you with the reasons for our inability to give you the access requested. Under the Privacy Act we may charge for our reasonable costs in giving you access to personal information held about you.

Changes to this Privacy Policy

Filing Solutions may update this policy. We will notify you about significant changes in the way we treat personal information by sending a notice to the primary email address specified in your **Filing Solutions** account and/or by placing a prominent notice on our site. This Privacy Statement was last amended on 8 October 2005.

Contact us about privacy

If you would like further information regarding this Privacy Policy or if you believe that the privacy of your personal information has been compromised, you are entitled to complain.

Please contact us by:

E-mail at companysecretary@filingsolutions.com.au

Telephone on 03 9587 3733 between 9am and 5pm Monday to Friday, or

Writing to the address below.

Company Secretary CMR Group Pty Ltd ABN 87 112 018 247 / ACN 112 018 247 trading as **Filing Solutions**. 4/16 Tarnard Drive Braeside Vic 3195

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