

Silvan Australia Pty Ltd Website Privacy Policy
October 2008

Privacy Policy of Silvan Australia Pty Ltd

Silvan Australia Pty Ltd ABN 48 099 851 144 (**Silvan**) is strongly committed to respecting and preserving your right to privacy. This Privacy Policy sets out how we collect and manage personal information, and the steps we take to protect it.

How and why we collect information

In the course of selling goods and providing our services, we collect personal information in a variety of ways. For example, we collect information when you:

- purchase goods,
- ask to open an account,
- ask to be placed on one of our mailing lists,
- make an enquiry about our services,
- visit our web site,
- subscribe to our online services.

You provide most of the personal information directly to us and for a specific purpose.

For example, when you apply to open an on-line account, we collect your name, ABN, contact details and credit card details so that we can enter into a binding agreement with you and arrange payment for the online services we provide in accordance with that agreement. We collect information on preferences that you have so that we can, from time to time, provide you with updates (whether on the website or by email) which are most likely to be of interest to you.

Sensitive Information

We do not collect sensitive information such as your race, religion, beliefs or sexual preference, except where you have consented or where we are permitted or required by law to do so.

Information provided by "cookies" technology

When you visit our web site, "cookies" technology allows us to identify your movements around our site. This information provides us with constructive feedback about our site so that we can identify the most effective areas and improve the less popular ones.

Cookies cannot determine the identity of individual users. It is a feature of your Internet browser which you can disable at any time.

How we use the information we collect

We use personal information primarily for the purpose for which it was collected. Because most of our information is collected from you directly, you will normally be aware of the purpose of the collection. When you subscribe to purchase goods from us on-line we collect information so that we can meet your requirements, fill orders and provide goods and services which you require.

Use of the information for a secondary purpose

We may sometimes use the personal information we collect for a secondary purpose, that is, for use in a way different from the original reason for collection. We will only do this in the following circumstances:

- where you have consented,
- where the secondary purpose is directly related to the primary purpose, and you would reasonably expect us to use or disclose the information in such a way, or
- where we are permitted or required by law, or it is in the interests of public safety to do so.

For example, we may also use your contact details to send you catalogues, price lists, bulletins and information about services that we provide, or to invite you to our functions. You are always provided with the opportunity to notify us that you do not wish to receive this material. We will not transfer your personal information overseas.

Disclosure of the information we collect

We will not disclose information we collect about you to any third parties without your prior consent. Similarly, we will not sell any information we collect about you.

Depending on the reason for which personal information was provided, some information collected by one part of the firm may not be disclosed to other parts of the firm.

How we keep your personal information secure

We will take all reasonable steps to ensure the security of all personal information we collect. This involves protecting it from misuse and loss, as well as from modification and disclosure.

The electronic databases that hold information as well as our internal systems are also designed to restrict access to only those people who require specific information. We will not allow other customers access to your information or account details.

In addition, your personal information is only kept while it is required for the purpose for which it was collected or for a permitted secondary purpose. We will dispose of personal information when it is no longer required for the purpose for which it was collected or for a permitted secondary purpose.

Your ability to access and correct information

We will take all reasonable steps to ensure that your personal information which we collect, use or disclose is accurate, complete and up-to-date.

If you wish to access the information we hold about you, you are welcome to contact our Privacy Officer and we will respond to your request within 45 days. Please contact our Privacy Officer at the address set out below.

Correcting information

You can also request that information about you be corrected or deleted. This is part of our commitment to take all reasonable steps to ensure that the information we hold is accurate, complete and up-to-date. You have the right to request that personal information about you be corrected or deleted. If you believe that your personal information is inaccurate, incomplete or out-of-date please contact our Privacy Officer so that we can revise our records as soon as possible.

Right to refuse access or correction

We reserve our right to refuse your request for access or correction if, for example, we consider your request to be frivolous or vexatious, or if we are legally entitled to do so.

If we refuse your request, we will give you our reasons. If we refuse your request to correct information we hold about you, we will give you the opportunity to post a statement of your claim where we hold your personal information.

Updating our privacy statement

As Silvan grows and changes, we may revise our privacy policy. We will keep you updated on these changes by posting new versions of our privacy policy on our web site.

By providing your personal information to us or by using our web site, you are indicating your acceptance of our current policy. By continuing to trade with Silvan on-line, you are indicating your acceptance of the current privacy policy at the time of each transaction.

Contacting us

If you have any questions about our privacy statement, please contact our Communications Co-Ordinator on 1300 745 826 or by mail at PO Box 4453, Dandenong South, Victoria, 3157.

Further information

For further information about privacy issues and the protection of privacy visit the Australian Federal Privacy Commissioner's website at www.privacy.gov.au.

Our privacy policy was last updated on 6 May 2008.