

Privacy Policy

Scope

This Privacy Policy is provided in compliance with the Privacy Act 1988 to make you aware of how Abacus ALS collects, uses, and manages your personal information.

Collection of information

We usually collect personal information about individuals directly from those individuals or their authorised representative.

We sometimes collect personal information from a third party or from a publicly available source, but only if the individual has consented to such collection or would reasonably expect us to collect their personal information in this way.

Abacus ALS will only collect information that is used to conduct our business functions or activities.

This includes the following details:

- Name, title and position description
- Business address, business phone, fax and e-mail
- Personal data/interests related to specialised marketing & customer loyalty programs

Personal information that is not required for business or would be inappropriate is not collected.

Sensitive information or government identifiers are not collected or recorded.

Use and disclosure

We only use information for the purposes for which we collected it - purposes which are directly related to one of our functions or activities.

Information will not be disclosed to another organisation within the same or any industry for commercial use.

Customer information may be disclosed to a third party (usually another customer) as a reference or to assist in technical support or service issues. Disclosure will occur only upon verbal agreement with the customer whose records are concerned.

Customer information may be disclosed to a third party in cases where:

- Abacus ALS has the consent of the customer concerned
- Abacus ALS is required by law or legal process to make the disclosure

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Data Security

We take steps to protect the personal information we hold against loss, unauthorised access, use, modification or disclosure, and against other misuse.

The security of the data is ensured through implementation of the following:

- Prevention of loss of data through documented back-up procedures
- Prevention of data being stolen through isolation and daily lock-up of all electronic records
- Prevention of hacking – no external connection to server. All external communications occur through a router equipped with a firewall
- Prevention of manipulation of data – all access to customer data through either our customer relationship management database or our accounting database are password protected. The database managers can view all changes and who made them.

When the personal information that we collect is no longer required, we destroy or delete it in a secure manner.

Openness

On request, this document outlining information handling will be available to any customer or person whose records are held by Abacus ALS.

You have the right to view any personal information that we hold about you and you can ask us to correct the personal information we hold about you. This does not include sales history or information which may directly affect future sales negotiations.

Customers have the opportunity to request removal from the contact database at any time or to refuse marketing material and other communications. You can unsubscribe from our email list by using the 'unsubscribe' options noted in our emails.

Variation of Privacy Policy and how to contact us

Abacus ALS may change this privacy policy from time to time to keep in line with current legislation. Abacus ALS will update its website to reflect the new privacy policy.

If a customer disagrees with changes that are made to the privacy policy, or

- (a) feels that Abacus ALS is not complying with this privacy policy
- (b) wishes to seek access to their personal information
- (c) or has any other privacy concerns

they can contact us via:

email: marketing@abacus-als.com

postal address: Abacus ALS, PO Box 7183, East Brisbane QLD 4169

phone: 1800 222 287 (AUS) or 0800 222 170 (NZ)