

# Allcare Warehouse Privacy Policy

## 1 Introduction

- 1.1 This website [www.allcarewarehouse.com.au](http://www.allcarewarehouse.com.au) (the "Site") is owned and operated by ALLCARE DISABILITY SPECIALIST AND EQUIPMENT PTY LTD (ABN 40 643 006 295)
- 1.2 In addition to this disclaimer, the following terms also constitute the whole agreement between you and Allcare Warehouse:
- (1) Allcare Warehouse Website Terms of Use. [www.allcarewarehouse.com.au/terms-of-use/](http://www.allcarewarehouse.com.au/terms-of-use/)
  - (2) Allcare Warehouse Disclaimer. [www.allcarewarehouse.com.au/disclaimer](http://www.allcarewarehouse.com.au/disclaimer)
  - (3) Any other terms and conditions Allcare Warehouse provides to you or publishes from time to time.

## 2 What is personal information?

- 2.1 Personal information is defined as information or an opinion about an identified individual, or an individual who is reasonably identifiable whether the information or opinion is true or not and whether the information or opinion is recorded in a material form or not.
- 2.2 Sensitive information encompasses information including health information and information about a person's race, ethnicity, political opinion, religious and philosophical belief, sexual preferences, membership to a political association, professional or trade association or trade union and criminal history.
- 2.3 In this privacy policy, we will refer to personal information and sensitive information collectively as personal information, however Allcare Warehouse will **not** collect sensitive information about you unless you consent or unless it is required to do so by law.

## 3 Purpose of this policy

- 3.1 This privacy policy describes how Allcare Warehouse collects and uses your personal information.
- 3.2 This is the privacy policy which applies between you and Allcare Warehouse. Please read this privacy policy carefully, because by using the Site:
- (1) you are confirming that you have not only read this privacy policy but that you agree to be bound by it when using the Site; and
  - (2) you agree that this privacy policy applies to the submission and processing of any queries from the Site or any of your other dealings with Allcare Warehouse.
- 3.3 Allcare Warehouse respects the rights and privacy of all individuals and is committed to complying with the *Privacy Act 1988* (Cth) (the "**Privacy Act**") and the Australian Privacy Principles (the "**APPs**") (if applicable) and protecting the personal information Allcare Warehouse holds.

## 4 How does Allcare Warehouse collect personal information?

The information Allcare Warehouse collects may fall into two (2) categories:

## Privacy Policy

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- (1) personal information you voluntarily supply to Allcare Warehouse to make any enquiry in relation to your use of the Site which will identify you personally (either in person, by telephone, letter, facsimile, email or when you visit the Site); and
- (2) tracking information Allcare Warehouse may collect as you navigate through the Site (such as cookies, tags, web beacons, your IP, referral source, length of visit, page views and navigational data collection). Whilst this information is generally not linked to your personal identity, except where you have identified yourself (for example via e-mail), Allcare Warehouse may use this information collected to obtain a better understanding of your experience and what products or services may be of interest to you.

### **5 What personal information does Allcare Warehouse collect?**

- (1) Allcare Warehouse collects the types of personal information required to:
  - (a) assist Allcare Warehouse in answering your queries in relation to your use of the Site;
  - (b) provide further information in relation to its products and services; and
  - (c) otherwise allow Allcare Warehouse to assist you in relation to its products and services.
- (2) This includes personal information such as:
  - (a) your name, residential address, date of birth, phone number, email and other personal information you provide to Allcare Warehouse; and
  - (b) information to assist Allcare Warehouse' relationship management and market research functions, which may include information relating to your interests and preferences.

### **6 How does Allcare Warehouse use your personal information?**

- (1) Allcare Warehouse will use personal information you provide for the primary purposes of:
  - (a) administering Allcare Warehouse' relationship with you by:
    - (i) responding to your enquiries;
    - (ii) providing you with information about the good and services provided by Allcare Warehouse that may be of interest to you;
  - (b) informing you about the business of Allcare Warehouse;
  - (c) improving the business of Allcare Warehouse;
  - (d) transactional information about your experience with the products and services of Allcare Warehouse (for example, feedback that you provide to Allcare Warehouse); and
  - (e) otherwise allowing Allcare Warehouse to provide its products and services to you.
- (2) Allcare Warehouse may also use your personal information for a secondary purpose related to the primary purposes set out above.
- (3) By submitting your personal information, you consent to Allcare Warehouse using it for the purposes set out in this Policy.

### 7 Unsolicited information

If Allcare Warehouse receives unsolicited personal information (that is not sensitive information) and the personal information is reasonably necessary for, or directly related to one or more of the functions or activities of Allcare Warehouse then the personal information is deemed to have been collected that same as if it were solicited from the individual concerned.

### 8

#### Will your personal information be disclosed to third parties?

#### 8.1

Yes it may be. Allcare Warehouse will only disclose personal information collected from customers, suppliers, service providers, applicants, employees, Site visitors, temporary team members or contractors internally or to its related entities or third party organisations and contractors where disclosure is necessary to achieve the primary or secondary purpose or for the purpose of direct marketing.

#### 8.2

You also consent to the personal information about you being processed, transferred and/or disclosed by Allcare Warehouse in the following circumstances:

- (1) To various regulatory bodies and law enforcement officials and agencies, including but not limited to protect against fraud and for related security purposes.
- (2) To any related entities and partners of Allcare Warehouse.

#### 8.3

Other than the above, Allcare Warehouse will not disclose your personal information without your consent unless permitted or required to do so by law.

### 9 Can you remain anonymous or withhold personal information?

#### 9.1

Where practical you may choose not to identify yourself and deal with Allcare Warehouse on an anonymous basis or use a pseudonym.

#### 9.2

In some instances, if you do not provide Allcare Warehouse with required personal information Allcare Warehouse may not be able to provide you with the requested products and services.

### 10

#### Will you receive direct marketing?

#### 10.1

If you provide Allcare Warehouse with your personal information, you consent to receiving direct marketing communications from Allcare Warehouse and authorise Allcare Warehouse to send you promotional messages and materials related to the products and services of Allcare Warehouse, unless you submit a request not to receive direct marketing communications.

#### 10.2

Allcare Warehouse' direct marketing messages and materials will contain a prominent statement (including, for electronic messages, a functional unsubscribe facility) that you may request not to receive direct marketing communications.

#### 10.3

If you do not wish to receive marketing or other communications from Allcare Warehouse, please submit a request not to receive direct marketing communications or use the unsubscribe facility provided in the most recent communication from Allcare Warehouse or contact Allcare Warehouse on the details provided.

### 11 Will your information be disclosed overseas?

#### 11.1

Yes it may be. Allcare Warehouse will only disclose personal information collected from customers, suppliers, service providers, applicants, employees, temporary team members or contractors to an organisation or individual in a foreign country in limited circumstances.

#### 11.2

Allcare Warehouse will only provide your personal information where it reasonably believes the recipient is subject to binding laws or contracts which effectively upholds the principles of privacy which are substantially similar to the APPs, or where Allcare Warehouse has taken all

## Privacy Policy

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reasonable steps to ensure information will not be held, used or disclosed by the recipient in a manner which is inconsistent with the APPs.

- 11.3 Allcare Warehouse may also provide your personal information where it is necessary in order to perform and conclude a contract that exists between you and Allcare Warehouse.

## 12 How can you access and correct your personal information?

- 12.1 You generally have the right to access your personal information free of charge, subject to some limitations contained in the Privacy Act.
- 12.2 The APP's set out some circumstances in which Allcare Warehouse is not required to provide you with such access. If you ask for your personal information and any of these circumstances exist, you may be given access to the personal information in a way that is permitted under the Privacy Act.
- 12.3 To protect personal information held by Allcare Warehouse, you may need to confirm your identity before access to your personal information is granted. It may take a little time to process your application for access and retrieve information from storage (if applicable) and Allcare Warehouse may ask you to provide photo identification, or supply specific particulars pertaining to your identity.
- 12.4 Allcare Warehouse encourages you to update your personal information so that Allcare Warehouse has accurate, current and complete information. You may correct any errors or request that Allcare Warehouse delete all or some of your personal information. You may also submit a request not to have any further contact from Allcare Warehouse.

## 13 Where and how your information is stored

- 13.1 Where Allcare Warehouse stores your personal information depends on the product or service you have requested from Allcare Warehouse.
- 13.2 Allcare Warehouse takes reasonable precautions to protect personal information systems and collected monitoring, secure access to offices and archives, encrypted passwords, firewalls, anti-virus programs and other security measures put in place to prevent accidental or malicious loss of data or personal information.
- 13.3 While Allcare Warehouse takes reasonable precautions to protect the personal information it possesses, unfortunately there is always risk involved with storing information. Therefore, Allcare Warehouse cannot guarantee or warrant that personal information will not be stolen or used without permission.
- 13.4 Allcare Warehouse will not be responsible for any unauthorised access, disclosure or use of your personal information. If you suspect that someone has your personal information collected by Allcare Warehouse, and you do not wish for them to have it, please contact Allcare Warehouse immediately.
- 13.5 In some instances, Allcare Warehouse may retain hard (physical) and/or soft (electronic) copies of certain documentation for prescribed periods. Where personal information is no longer required, Allcare Warehouse will destroy or de-identify the information.

## 14 How can you complain about privacy breaches?

- 14.1 If you have a complaint in relation to the collection, use and/or disclosure of your personal information, please contact the Privacy Officer via the details provided below. The Privacy Officer will review all complaints received and respond to each complainant upon due consideration (which may require further information to be provided).

## Privacy Policy

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- 14.2 If you are not satisfied with how Allcare Warehouse has dealt with your complaint or if it has been unable to resolve your complaint, under the Privacy Act, you can make a complaint to the Office of the Australian Information Commissioner (“**OAIC**”). The procedure for making a complaint with the OAIC is located at the following website:

<http://www.oaic.gov.au/privacy/making-a-privacy-complaint>

### **15 Will this privacy policy change?**

Allcare Warehouse may amend this privacy policy from time to time without notice to you. Amendments will be effective immediately upon it being made.

### **16 Who can you contact about your personal information?**

To contact Allcare Warehouse about your personal information, concerns or complaints, please go to the ‘Contact Us’ tab on the Site and submit your message.

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