

CAIRNS NATURAL SPRING WATER PRIVACY POLICY

The Directors of Cairns Natural Spring Water (CNSW) manage and administer the company under the relevant Acts. In this policy, the use of terms like 'we', 'us' or 'our' refers to the Directors and, where the content permits, our staff.

This policy describes what sort of personal information we hold, for what purposes and how we collect, hold, use and disclose your personal information in accordance with the Privacy Act 1988 and the National Privacy Principles. We may vary this policy from time to time.

Collecting and making information available to CNSW customers is fundamental to the nature of our functions. We will not disclose personal information except in accordance with our statutory obligations or as contemplated by this policy.

Collection of Personal Information

In carrying out our role as company, we must establish and maintain, amongst other records, a Register of Customers. This register contains personal information collected directly or indirectly through our staff that may identify you and that may include information or opinions about you from third parties.

This register might include for example, your full name, residential address, address for correspondence, email address, mobile phone number, banking and credit card details and comments about your behaviour on or about property controlled by us. Also, this information might include details collected when you use our website and/or Facebook that may be operated for or by us. These details may include the details of the computer you use (e.g., IP address, domain name and browser), the date and time of access and the details of the information downloaded.

If you do not give us the information we ask for, it may affect our ability to meet our obligations to you.

Use and Disclosure

We use your personal information for the purpose for which it was collected and related purposes including, for example:

- Providing our services to you;
- Managing our relationships with you;
- Informing you and others about events, products and services that may interest you or them;
- Assisting our internal operations and undertakings; and
- Dealing with our agents and their suppliers.

We may disclose your personal information for the purpose for which it was collected and other purposes including, for example:

- As required by the company (including to persons authorised to search our records) or other legislation including the National Privacy Principles;
- To our external service providers and their agents so they can assist with the operation of our business (for example, the Cairns Council, software and internet providers, storage facilities, security companies and locksmiths, insurers, auditors and lawyers);
- To our business affiliates for the purpose of offering you new products and other services that we think add value to the services we offer and our relationships;

Where we disclose information as required by law or as contemplated by this policy, we are not responsible for the way that information may be used by other parties.

Information Security

We take reasonable steps to protect all information that we hold (including your personal information) from misuse, loss, unauthorised access, modification or disclosure.

In the case of information our agents or we hold in electronic form, they store this information in secure premises and in databases requiring logins and passwords.

Access and Correction

You may request access to, and correction of the personal information we hold about you. We may charge a fee for doing this to you or any entity to which you belong. However, we will not charge a fee if your request is about receiving information regarding other products and services from us or our business affiliates.

We may refuse access or correction if permitted or obliged by law. We might for example refuse correction of information containing opinions of third parties because the information is owned by a third party and / or we are not permitted by it or the law to correct the information as requested.

You can contact us about this policy through the General Manager.