

PRIVACY STATEMENT

AUSTRALIAN LOCK COMPANY PTY LIMITED (ACN 002 420 840)

At Australian Lock Company Pty Limited (ALCo) we are committed to respecting the privacy visitors to this website. ALCo is subject to the National Privacy Principles contained in the *Privacy Act 1988 (Cth)* (the Act). This privacy statement applies to your use of our website at www.bilock.net including email and other information sent by or to us.

Your personal information

When you use this website, our Internet Service Provider (ISP) will record information through the use of cookies (see below for further information) including:

1. your address and top level domain name (eg .com, .edu, .gov);
2. the type of browser, and other software that you use;
3. the date and time and the pages you accessed during your visit; and/or
4. if you enter our website from another website, the address of the website that you entered through.

We do not attempt to identify you individually. The only personal information we collect is what you provide to us.

If you place an order for products or request that we provide you with extra information via this website, you will be asked to provide information including your name, postal address, email address, telephone number, payment details and any questions you have. We request this information so that we can process your order or give you the extra information you need. If you do not provide that information, we may be unable to respond to you appropriately.

Cookies

A "cookie" allows our server to interact with your computer efficiently and identify your ISP, the way you use our website, the internet browser you use and other software you use with your browser. Cookies do not allow us to identify individual users. You can set up your browser so that it will notify you when a cookie is used and you will have the option of accepting or rejecting cookies. If you reject any cookies our website may not work efficiently.

Links

Our website may contain links to other websites and other websites may contain a link to our website. We are not responsible for the content or privacy practices of any site that links to or from our website.

Do we use your personal information for marketing?

We may send you details of products, services or promotions unless you have indicated that you do not wish to receive such material. You may opt out of receiving any marketing material by writing to us, sending us an email, phoning us during business hours or sending us a fax. We do not sell your personal information to any other person or entity for

marketing purposes. You can contact our Privacy Officer on the contact details at the end of this privacy statement.

When do we disclose your information?

We may engage external businesses to do work on our behalf. In these circumstances we only provide these businesses with the minimum personal information necessary to deliver the services or products that you have requested.

We may disclose your personal information in other circumstances including:

1. within ALCo and to related entities;
2. with your consent, for example to one of our agents;
3. to overseas entities; and/or
4. if we are required to do so by law or to protect the health or life of any person.

Is your information accurate and can you access it?

You may request access to the personal information that we hold about you. You do not need to provide us with a reason for accessing your personal information, however, you will need to provide us with sufficient proof of your identity.

If you believe that the information we hold about you is incorrect or incomplete you can contact us and we will take reasonable steps to ensure that it is updated. Our contact details are at the end of this privacy statement.

Is your information secure?

We are committed to protecting your personal information from unauthorised use, disclosure, alteration or destruction. While we use security procedures such as access control and firewalls we cannot guarantee the security of information transmitted via the internet. We will not be liable for any breach of security during the transmission of personal information via the Internet, including any unintended loss, misuse or disclosure.

What if you have a complaint?

If you think that your privacy has been breached in any way you should contact us immediately in writing. If you have a complaint please contact us in writing at the contact details at the end of this privacy statement.

General information

This policy was issued in May 2005 and will remain current until a new policy is put in place. Although we intend to observe this policy at all times it may be necessary for us to act outside this policy. We may act outside of this policy subject to any contractual rights and your rights under the Act.

Contact details

If you have any issues concerning this policy or would like any further information please contact our Privacy Officer on the following contact details:

Australian Lock Company
17 Doyle Avenue
UNANDERRA NSW 2526
Phone: 02 4272 4922
Fax: 02 4272 4677
privacy@bilock.net