

PRIVACY POLICY

Policy Statement

This document sets out how A1 K9 Security (“A1 K9”) may collect, hold and use personal information. The protection of personal information is important to A1 K9 Security. A1 K9 is committed to respecting the right to privacy and the protection of personal information.

We comply with the *Privacy Act 1988* (Cth) and the Australian Privacy Principles (APPs) so far as they are applicable together with any contractual obligations relevant to any services contract.

By providing your personal information to A1 K9, you consent to its use, storage and disclosure in accordance with this Privacy Policy.

What personal and sensitive information do we collect?

Personal information

Personal information is information or an opinion (including information or an opinion forming part of a database) from which it is possible to determine a persons identify.

The information collected by A1 K9 about a particular person will vary depending on the circumstances of collection. It may include, but is not limited to:

1. A person’s contact details (name, email and/or postal address, phone number), date of birth, gender or qualification’s or employer details.
2. Financial and related information such as credit card details, driver’s licence number, passport number, employment history or insurance details.
3. Your transaction history with A1 K9 and its associates or relevant third parties. This information may include communication history with A1 K9, payment history, products/orders you may have made with us in the past and the capacity in which you have dealt or deal with A1 K9.

How we collect personal information?

Information may be collected when you:

1. Enter your details on the A1 K9 website
2. Provide details to A1 K9 or an affiliate in an application, consent for, survey, feedback form or incident report;
3. Access the A1 K9 website
4. Contact A1 K9 via email, telephone or mail or engage with A1 K9 via social media
5. Participate in any program, activity or event run by A1 K9
6. Apply for employment or a volunteer position with A1 K9
7. Where A1 K9 is required to do so by law (for education, child protection, work health and safety laws, charitable collections, medical treatment, or other legislation in Australia)

We may also log information about your access and use of our website for example, through the use of internet cookies and your communication with our website. Our “Website Terms of Use” provides more information on this.

What happens if we can’t collect your personal information?

If you do not provide us with the personal information we ask for, some or all of the following may happen:

1. We may not be able to provide the requested services to you, either to the same standard or at all;
2. We may not be able to provide you with information about the services that you require
3. We may not be able to engage you as our employee, agent, contractor or volunteer;
4. We may not be able to improve our service to meet our clients’ needs
5. We may not meet our funding, professional and legal obligations
6. We may not be able to respond to your complaint and/or feedback.

For what purposes do we collect, hold, use and disclose your personal information

We may collect, hold, use and disclose your personal information so that we can provide services to our clients and perform our business activities and functions. This includes keeping our records and your contact details up to date, processing and responding to any complaint made by you and complying with any law or court order, or for co-operating with a regulator, authority or government department.

Purposes for which we will collect, hold, use and disclose your personal information, depending on the circumstances and the nature of the services you are obtaining from us, include:

1. in order for us to decide whether to provide the service requested;
2. managing the services we provide;
3. to detect and prevent instances of fraud, unlawful conduct, and other risks to you or our services;
4. to ensure fast and accurate approval and processing of payment transactions including via cheque;
5. to assess any insurance risks or claims associated with you or our services;
6. dispute and complaint resolution;
7. enforcing our rights, including the collection of outstanding payments and where necessary, initiating legal proceedings;
8. undertaking review and maintenance of our systems and infrastructure;
9. undertaking research and development regarding potential products and services;
10. marketing products and services provided by us and our related entities (you can request not to receive direct marketing communications at any time);
11. developing an understanding of the products and services you may be interested in receiving from us;
12. compiling statistical data;
13. enforcing our rights, including debt recovery and other enforcement; &
14. complying with various Australian laws which may specifically require us to collect your personal information, and with other regulatory

requirements and laws where collecting your information is necessary in order for us to comply with our obligations. Some of the key laws which may apply include:

- a) the Anti-Money Laundering and Counter-Terrorism Financing Act 2006 (Cth);
- b) the Personal Property Securities Act 2009 (Cth), and State and Territory real property and security interests laws;
- c) the Financial Sector (Collection of Data) Act 2001 (Cth);
- d) the Corporations Act 2001 (Cth) and other regulatory legislation; and
- e) the Taxation Administration Act 1953 (Cth), the Income Tax Assessment Act 1997 (Cth) and other taxation laws.

How we hold and protect your personal information

We will hold your personal information in paper or other physical form, but it is usually held in electronic form on our systems. Service providers may hold the information for us. Your personal information is protected by various physical, electronic, and procedural safeguards. Where a service provider holds your information, we require those service providers to adhere to our approved standards of security and confidentiality to ensure the continuing protection of your personal information.

Disclosing your personal information to third parties

We may disclose your personal information for the purposes above to third parties where the Privacy Act permits.

Access your personal information we hold

You can request access to the personal information we hold about you subject to certain exceptions under the Privacy Act. You are entitled to specify how you wish to access your personal information, so long as this is reasonable and practicable. In order to access your personal information, please contact A1 K9.

We verify the identity of anyone requesting access to personal information. This will ensure that we do not provide information to a person who does not have the right to access that information.

We ask that your request for information be as specific as possible so that we can accommodate your request. We will usually provide you with access within thirty (30) days of a request but in some circumstances, it may take longer.

Please note, that under Australian law, we are entitled to refuse you access to your information in certain circumstances, including where:

1. access would be unlawful;
2. denying access is required or authorised by or under an Australian law or a court/tribunal order; or
3. access would prejudice enforcement activities or the taking of appropriate action in relation to unlawful activity or serious misconduct.

How to correct your personal information we hold about you

The Privacy Act gives you the right to request correction of your personal information. If correction of your personal information is required, please contact A1 K9.

In the event that we do not agree to your request for correction, we will give you notice of this outlining our reasons and what next steps you can take.

APPLICATION OF THIS POLICY TO THE WEBSITE

Cookies

One way of collecting information is through cookies. Cookies are small text files that websites send to your computer or other internet-connected device to uniquely identify your browser or to store information or settings in your browser. Cookies allow us to recognise you when you return.

In many cases, the information we collect using cookies and other tools is only used in a non-identifiable way, without reference to personal information. For examples, we use information we collect about website users to optimise our website and to understand internet traffic on these platforms

External website links

This Policy does not apply to linked websites that may be provided on our website.

Further information and complaints

If you require further information or wish to provide a complaint about our management of your personal information, please contact A1 K9 on info@a1k9security.com.au.