

# Ampac Pty Limited - Privacy Policy

Ampac Pty Limited ABN 81 634 063 200 (“we” or “us”) is a member of the group of companies controlled by Halma plc (“Halma Group”). This privacy policy explains how we use any personal information we collect about persons (“you”) who are or represent our customers (“your business”) when you use any of our websites, register for information at exhibitions or seminars we may attend or make a credit application. We promise that we will do so carefully and in compliance with the Australian Privacy Principles of the Privacy Act 1988.

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## How do we collect information about you?

We collect information about you and or your business when you register with us or place an order for products or services. We also collect information when you voluntarily complete customer surveys, provide training feedback, make a product, training or software request online or make an application for a credit account. Occasionally we may attend industry related exhibitions, conferences and seminars and collect information through product or service enquiries. Website usage information is collected by cookies.

## What information do we collect about you?

We will regularly collect personal information including your name, address, phone number, fax number or email address, and credit card details, as well as the details of your assets and financial affairs that you provide us in connection with our provision of products and services to your business.

Other information that may be collected from time to time if reasonably necessary includes your passport number, driver's license number and tax file number.

You may elect not to do so, but if you choose not to provide us with the personal information we have requested, we may not be able to provide your business with the full range of our products and services.

## How will we use that Information?

We collect information about you or your business to process your orders, manage your account and if you agree, to send you information by mail or email about other products, services or organisation we think may be of interest to you.

We use information collected from our websites to personalise your visit or respond to your online requests. If you agree we may pass on your personal information to other Halma Group members so they may offer you their products or services. Halma Group members may be based overseas

including in the United Kingdom, New Zealand, the United States of America, Europe and South East Asia.

Ampac Pty Limited will not share your information for marketing purposes with companies outside the Halma Group.

In processing your orders, or application for a credit account, or in administering the account, we may send your details to and also use information from credit reference or fraud prevention agencies or debt collecting agencies, including those overseas.

Your personal information will only be used for these purposes and will not be shared, sold or given to any third parties, unless required or authorised under the exemptions set out in the Privacy Act 1988.

## **Marketing**

From time to time we would like to send you information about our products and services and other companies in the Halma Group which may be of interest to you. If you have consented to receive this marketing information, you may opt out at a later date.

You have a right at any time to stop us from contacting you for marketing purposes or from giving your information to other members of the Halma Group.

If you no longer wish to be contacted for marketing purposes, please [let us know](#).

## **Access to your information and correction**

You have the right to request a copy of the personal information we hold about you. If you would like a copy of some or all of your personal information, please [email](#) or write to us at any time.

We want to make sure that your personal information is accurate and up to date. You may ask us to correct or remove information you think is inaccurate. We will amend the information as requested if we are satisfied that the amendment is valid. We may in some circumstances request you to provide documentary evidence or other corroboration of validity. If we do not consider it appropriate to make an amendment, we will notify you within a reasonable time including written reasons for the refusal.

If we refuse to amend details of any personal information that we hold following a request from you, you may request that we include in our records a statement associated with the applicable information that will make apparent to users of the information that you contest its validity (“a qualifying statement”).

If you consider that we have wrongly failed to amend its records or not complied with the Australian Privacy Principles in our treatment of your personal information you may lodge a written complaint detailing the grounds of complaint. All complaints received will be considered by a senior manager of the company and a written response, including a statement of any remedial action to be taken if appropriate, will be provided to you within a reasonable time.

To request access, request an amendment, request a qualifying statement or make a complaint please contact us using the contact details provided below.

## Security of Information

The personal information collected will be mainly held by us on electronic storage media, although paper records may also exist. Paper records will be held in secure premises, and electronic records will be accessible only by authorised personnel holding a valid password.

We will take all reasonable steps to protect the information we hold about you from misuse, interference and loss, and from unauthorised access, modification or disclosure.

Personal information in email we receive from you, including email addresses, will only be used for the purposes given and are subject to the conditions set out in this privacy policy. However, communications over the Internet are inherently insecure. Sending personal information in an email remains entirely at your own risk and Ampac Pty Limited will not be responsible for any unauthorised use of this information by third parties.

## Cookies

Cookies are text files placed on your computer to collect standard internet log and visitor information. This information is used to track visitor use of our websites and to compile statistical reports on website activity.

You can set your browser to notify you when you receive a cookie and this will allow you to either accept or reject cookies but if you disable a cookie some of our website features may not function as a result.

If you allow the cookie to operate then the data collected will enable better understanding of your pattern of use and areas of interest which facilitates the improvement of our website, both as to content and its ease of use.

## Other websites

Our websites may contain links to other websites. This privacy policy only applies to this website, so when you link to other websites you should read their privacy policy.

## Changes to our privacy policy

We keep our privacy policy under regular review and will place any updates here on this page. This privacy policy was last updated on 8/09/20.

## How to contact us?

Please contact us if you have any questions about this privacy policy or issues to raise about the information we hold about you:

By email at [info@ampac.net](mailto:info@ampac.net)

Or write to us at: 7 Ledger Road, Balcatta, 6021, Western Australia (Attention: The Privacy Officer)

Further information on the Privacy Act 1988 and the Australian Privacy Principles can be found on the Australian Information Commissioner's website at: [www.privacy.gov.au](http://www.privacy.gov.au)