

PRIVACY



V Commercial Pty Ltd

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POLICIES AND PROCEDURES MANUAL:

History

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Privacy Policy

PURPOSE

This policy on how Nature Saver Solar (NSS) uses and manages personal information provided to or collected by it. NSS adhere to the Australian Privacy Principles contained in the Privacy Act 1988 (Cth).

SCOPE

This policy applies to all:

- Staff of Nature Saver Solar
- Current customers and prospective customers.
- Current and prospective Installers.

POLICY

Nature Saver Solar may, from time to time, review and update this Privacy Policy to take account of new laws and technology, changes to NSS operations and practices and to make sure it remains appropriate to the changing in business environment.

Personal information" is information we hold which is identifiable as being about you.

A copy of the Australian Privacy Principles may be obtained from the website of The Office of the Australian Information Commissioner at <https://www.oaic.gov.au/>

In collecting personal information, we will comply with the national privacy principles set out in the Privacy Act 1988 and the Privacy Amendment (Private Sector) Act 2001.

We are committed to ensuring the confidentiality, integrity and security of all information.

PROCEDURE

Collection of Information

- In the course of our business, we will collect personal information, either electronically or in hard copy format; including information that personally identifies individual people. Examples: Name, Address, Email Address, Phones and other information's
- We collect your Personal Information for the primary purpose of providing our services to you, providing information to our clients and marketing. We may also use your Personal Information for secondary purposes closely related to the primary purpose, in circumstances where you would reasonably expect such use or disclosure. You may unsubscribe from our mailing/marketing lists at any time by contacting us in writing.
- We collect your personal information is obtained in many ways but not limited to, including when you interact with us electronically or in person, when you access our website and when we provide our services to you and by telephone and facsimile, by email. We may receive personal information from third parties.
- Additionally, we may also collect any other information you provide while interacting with us.
- We will only collect personal information by fair and lawful means which is necessary for its functions.

Sensitive Information

Sensitive information will be used by us only:

- For the primary purpose for which it was obtained
- For a secondary purpose that is directly related to the primary purpose
- With your consent; or where required or authorised by law.

Use of Information

- The information supplied by customers and clients will only be used to provide information about our services, to enable efficient administration, and to maintain proper customer and client records.
- We may use personal information collected from you to provide you with information, updates and our services. We may also make you aware of new and additional products,

services and opportunities available to you. We may use your personal information to improve our products and services and better understand your needs.

- may contact you by a variety of measures including, but not limited to telephone, email, sms or mail.

Disclosure of Personal Information

We may disclose your personal information to any of our employees, officers, insurers, professional advisers, agents, suppliers or subcontractors insofar as reasonably necessary for the purposes set out in this Policy. Personal information is only supplied to a third party when it is required for the delivery of our services. reasonably necessary for the purposes set out in this Policy. Personal information is only supplied to a third party when it is required for the delivery of our services.

We may also use your personal information to protect the copyright, trademarks, legal rights, property or safety of Nature Saver Solar, its customers or third parties

We may from time to time need to disclose personal information to comply with a legal requirement, such as a law, regulation, court order, subpoena, warrant, in the course of a legal proceeding or in response to a law enforcement agency request.

If there is a change of control in our business or a sale or transfer of business assets, we reserve the right to transfer to the extent permissible at law our user databases, together with any personal information and non-personal information contained in those databases. This information may be disclosed to a potential purchaser under an agreement to maintain confidentiality. We would seek to only disclose information in good faith and where required by any of the above circumstances.

By providing us with personal information, you consent to the terms of this Privacy Policy and the types of disclosure covered by this Policy. Where we disclose your personal information to third parties, we will request that the third party follow this Policy regarding handling your personal information.

Security of Personal Information

- We will take all reasonable steps to ensure that any personal information collected is:

- relevant to the purpose for which it was collected;
 - up to date;
 - complete; and
 - accurately recorded.
- We committed to ensuring that the information you provide to us is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure information and protect it from misuse.
- We will store securely all records containing personal information and take all reasonable security measures to protect personal information collected from unauthorized access, misuse or disclosure.

Right to Access Records

Individuals have the right to access or obtain a copy of the personal information that we hold about them. Requests to access or obtain a copy of personal information must be made in writing and sent to below address or email admin@nssolar.com.au

Nature Saver Solar
c/o: Administration
Level 1 – 101-21 Elgar Road
Derrimut, VIC, 3026

There is no charge to access personal information that we hold about them; however there may be a charge of 10 cents per page for every page that is copied. Individuals will be advised of how they may access or obtain a copy of their personal information and the applicable fees within ten (10) days of receiving their written request. A request can be made on designated form or on plain paper.

Access to records may be provided by:

- Making copies of documents held in a file;
- Giving access to review a file; or
- Other means necessary to grant access to records.

Where access is provided to review the contents of a file, this will occur in the presence of one of our staff members.

We reserve the right to refuse to provide you with information that we hold about you, in certain circumstances set out in the Privacy Act.

Changes to Privacy Policy

- Please be aware that we may change this Privacy Policy in the future. We may modify this Policy at any time, in our sole discretion and all modifications will be effective immediately upon our posting of the modifications on our website or notice board. Please check back our website from time to time to review our Privacy Policy.

Maintaining the Quality of your Personal Information

- It is an important to us that your Personal Information is up to date. We will take reasonable steps to make sure that your Personal Information is accurate, complete and up-to-date. If you find that the information we have is not up to date or is inaccurate, please advise us as soon as practicable so we can update our records and ensure we can continue to provide quality services to you.

Complaints about privacy

If you have any queries or complaints about our Privacy Policy please contact us at:

Nature Saver Solar
Level 1 – 101-21 Elgar Road
Derrimut, VIC, 3026
Tel: 1300 647 098
Email: info@nssolar.com.au

We take complaints very seriously and will respond shortly after receiving written notice of your complaint.