



Privacy Statement

This policy describes IBSA's practices for managing the personal information we hold about our customers, potential customers and others.

IBSA is required to comply with the National Privacy Principles ('NPPs') contained in the Privacy Act 1988 (Cth) ('Privacy Act'). The NPPs set out the obligations of an organisation in relation to its collection, storage, use and disclosure of personal information.

In summary, 'personal information' is information or an opinion relating to an individual which identifies or can be used to identify, that individual.

For what purposes do we collect personal information?

In general we collect personal information for the following primary purposes:

- to conduct our business
- to provide an market our products and services
- to communicate with you
- to purchase from you
- to comply with our legal obligations; and
- to help us manage and enhance our services.

Whose personal information do we collect?

In the ordinary course of IBSA's business we deal with a range of customers and business partners. In those dealings the types of individuals about whom we may collect, use, hold and disclose (as set out below) include (but are not limited to)

- customers;
- potential customers;
- business associates and their employees; and
- suppliers and their employees.

What kinds of personal information do we collect?

In general, the type of personal information IBSA collects, holds, uses and discloses includes (but is not limited to) names, addresses, contact details, occupations and other information which assists us in conducting our business, providing and marketing our services and products and meeting our legal obligations. When a customer purchases products from the IBSA Online Store website (IBSA Store), IBSA will also collect personal information (such as credit card details) necessary for the completion of the purchase. In most cases, if personal information we request is not provided, we may not be able to supply the relevant product or service.

How do we collect personal information?

IBSA will generally collect personal information by way of forms filled out by people online or sent to us by fax or post, face-la-face meetings, interviews, business cards, telephone conversations and, where there is consent from the individual concerned, from third parties. IBSA also uses cookies to make your use of our website as convenient as possible. If you do not wish to receive any cookies you may set your browser to refuse cookies. This may mean you may not be able to use some of IBSA's online services.

How might we use and disclose your personal information?

IBSA may use and disclose your personal information for the primary purpose for which it is collected (as set out above) for reasonably expected secondary purposes which are related to the primary purpose, where we are legally required to do so (for example in the course of enabling customers to purchase from our online store) and in other circumstances authorised by the Privacy Act.

To whom might we disclose your personal information?

We may disclose your personal information to:

- other companies or individuals who assist us in providing services or who perform functions on our behalf (such as our mailing house);
- courts, tribunals and regulatory authorities if required by law; and
- anyone else to whom you authorise us to disclose it.

Management of personal information

The NPPs require us to take reasonable steps to protect the security of personal information. IBSA personnel are required to respect the confidentiality of personal information and the privacy of individuals. IBSA takes reasonable steps to protect personal information held from misuse and loss and from unauthorised access, modification or disclosure, for example by use of physical security and restricted access to electronic records. Where we no longer require your personal information for a permitted purpose under the NPPs, we will take reasonable steps to destroy it.

How do we keep personal information accurate and up-to-date?

IBSA endeavours to ensure that the personal information it holds is accurate, complete and up-to-date. We encourage you to contact us in order to update any personal information we hold about you. Our contact details are set out below.

You have the ability-right to gain access to your personal information

Subject to the exceptions set out in the Privacy Act, you may gain access to the personal information which IBSA holds about you by emailing reception@ibsa.org.au or telephoning 03 9815 7000.

We will require you to verify your identity and to specify what information you require. A fee may be charged for providing access. We will advise you of the likely cost in advance.

Enquiries

If you have any questions about privacy-related issues please contact reception@ibsa.org.au or telephone 03 98157000.

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