

Signature Security Group Pty Limited (ACN 076 836 416) and Signature Security Group Holdings Pty Limited (ACN 080 850 460) (together hereinafter collectively and individually referred to as “Signature”), are bound by the **National Privacy Principles** under the *Privacy Act 1988* (Cth) as amended by the *Privacy Amendment (Private Sector) Act 2000* (Cth) in relation to the collection, use, disclosure and handling of **personal information** concerning **natural persons**.

Information about Corporations

The National Privacy Principles and this Privacy Policy **do not apply** to information in relation to **corporations**. Signature may elect to follow some or all of the policies set out below in dealing with information relating to corporations, but is not bound to do so.

Information about Natural Persons

Signature’s policy in relation to the treatment for privacy purposes of personal information recorded in the records of Signature relating to natural persons who are either current or prospective **customers, employees or contractors and prospective employees and contractors** is as set out below. Note that the terms “*customer*”, “*employee*” and “*contractor*” include **prospective** customers, employees and contractors as the case may be.

1. COLLECTION, USE & DISCLOSURE OF PERSONAL INFORMATION

1.1 Customers

In the provision of its goods and services and for the purpose of preparing quotations and proposals, Signature needs to **collect and use** personal information about customers. Such information may include:

- name, address, contact details;
- birth date, gender, occupation;
- in the case of medical alarm systems, information about the health of the customer and details of medical service providers;
- information about subject premises, including information about locks and security systems;
- information about the type of property kept at subject premises;
- information about any business conducted from subject premises;
- information about the arrival of persons at and departure from subject premises;
- information about thefts from subject premises;
- information about break-ins, fires and damage to subject premises;
- instructions about designated contact persons of the customer;
- financial and credit information.

The **sources** of such information will include:

- the customer;
- credit information providers;
- police and other investigators;
- Signature employees, contractors, advisers and consultants.

Signature may also sometimes need to **disclose** some of that information to appropriate persons and organisations, including:

- medical service providers and designated contact persons of the customer;
- insurance companies;
- insurance investigators, loss assessors, claims managers;
- police;
- security patrols and security services sub-contractors;
- legal and other advisers;
- persons or corporations seeking credit references;
- credit rating agencies.

Any disclosures to be made will be directly related to the provision of goods and services by Signature to its customers and where required by law, customer consent will be obtained prior to disclosure.

Failure to collect, use or disclose the personal information outlined above may prevent Signature from providing its services effectively.

If any customer notifies Signature in writing that he or she wishes to **limit the disclosure** Signature may make, Signature will seek to give effect to such limitation/s to the extent that it reasonably can do so whilst performing its legal obligations and protecting the customer and the customer's property.

1.2 Marketing of Signature's Products and Services

Signature may from time to time forward to the customer information about Signature products and services, marketing material, newsletters and/or other communications about the activities of Signature, unless the customer has indicated that he or she does not wish to receive such material.

Signature will not provide personal information about customers to other organisations for the marketing purposes of such other organisations, unless the prior consent of the customer has been obtained.

If Signature wishes to disclose to a third party that a person is a user of Signature's products and/or services, Signature will obtain the prior consent of the customer.

1.3 Signature Employees and Contractors

For the purposes of their employment at, or engagement by Signature, Signature needs to **collect and use** personal information about Signature employees and contractors (including, where relevant, employment/ contracting history and references).

Signature may also sometimes need to **disclose** some of that information to relevant individuals and organisations, including:

- government departments, including the Australian Tax Office or the Inland Revenue Department;
- insurers;
- professional advisers.

In considering any disclosure to be made, Signature will only disclose such information for a purpose which directly relates to the primary purpose for which it is collected.

2. DATA QUALITY AND SECURITY

Signature takes reasonable steps to ensure that the accuracy and security of personal information collected, recorded, used or disclosed by Signature is maintained. All personal information may be only accessed by authorised staff or authorised contractors. Access is only to be provided on a “need to know” basis.

3. ACCESS AND CORRECTION

If an individual makes a request for access to information concerning him or her, Signature shall allow the person to inspect their personal records and take notes or may make available a hard copy. Such requests are to be met promptly and, as far as reasonably possible, within 14 days of a written request.

Where Signature is satisfied that information recorded is incorrect, Signature’s records will be corrected as soon as reasonably possible.

4. COMPLAINTS AND INFORMATION

If an individual believes there has been a breach of privacy or has any questions in relation to Signature’s treatment of his or her personal information, he or she should contact:

The Compliance Manager
Suite 1, Level 11
South Tower
1-5 Railway Street
Chatswood NSW 2067
Phone: +61 2 9325 5555
Email: compliance@signaturesecurity.com.au

A written confirmation of the complaint may be requested and the complainant may be asked to provide proof of identity. Every endeavour will be made to deal with complaints reasonably and expeditiously and, as far as reasonably possible, within 21 days of Signature’s receipt of the written complaint.

THE NATIONAL PRIVACY PRINCIPLES

For further information about your privacy rights or to obtain a copy of the National Privacy Principles contact the office of the Federal Privacy Commission or visit the Privacy Commissioner’s website at www.privacy.gov.au.