

Privacy Policy

1. Our commitment to privacy

Pile Manager Pty Ltd ACN 169 052 162 (**PileManager, we, our or us**) respect your privacy. We are committed to compliance with our obligations under the *Privacy Act 1988* (Cth) and the Australian Privacy Principles (**APPs**).

Please take a moment to read our Privacy Policy as it describes what happens to your personal information (being information or an opinion about you, whether true or not, which identifies you or from which your identity is reasonably identifiable) that is collected by us.

2. Collection of your personal information

We will collect your personal information in a fair and lawful manner, and not in an unreasonably intrusive way. Where it is reasonably practical to do so, we will collect your personal information directly from you. However, in certain cases we will collect personal information from third parties, including from publically available sources.

2.1 Direct collection

We may collect the personal information you directly give us through some of the following means:

- (a) when you make an inquiry or order in relation to our goods or services (over the telephone, by post, fax or through our website including <http://www.pilemanager.com> (**Website**));
- (b) in administering and performing our contracts with you;
- (c) from other related correspondence (whether in writing or electronically);
- (d) while conducting customer satisfaction and market research surveys;
- (e) whilst administering any of our services; and
- (f) during telephone calls.

2.2 Third parties

We may also collect personal information from third parties, including (but not limited to):

- (a) other entities who provide services to us related to the products and services provided to an individual by us;
- (b) from publicly available sources of information; and
- (c) from an individual's representatives (e.g., employer, spouse, professional adviser).

3. Types of personal information we collect

3.1 Personal Information

The type of personal information we may collect can include (but is not limited to) your name, address, date of birth, contact details (including postal address, mobile telephone number and email address) and employment details.

We may obtain personal information directly from our customers through application or other forms, and from maintaining records of information provided in the course of ongoing customer service. We may also obtain information from other sources, including our customer's employer.

Where you do not wish to provide us with your personal information, we may not be able to provide you with requested goods or services.

We may collect personal information by other means from time to time, for example, through market research, surveys or special offers, to enable us to improve our service or consider the wider needs of our customers or potential customers.

3.2 Information collected from this Website

We may collect your name and contact details and other related information where you enquire about goods or services via the Website or by other means. All personal information collected and stored on the Website will be protected by data encryption.

We may use 'cookies' to store and sometimes track information about you, but only on an anonymous basis. A cookie is a small amount of data sent from a server which is stored on your computer's hard drive. You can set your browser to refuse cookies or to ask you before your browser accept them. Certain parts of our Website or services may require a cookie to be activated and, if you choose to reject the cookie, a particular feature may not be available to you.

If you do not provide any information we request we may not be able to provide our goods and services to you.

4. **Our purposes for handling personal information**

As a general rule, PileManager only processes personal information for purposes that would be considered relevant and reasonable in the circumstances. PileManager will only collect information that is necessary for the purposes as described in this Privacy Policy, or other purposes specifically communicated to you. PileManager uses fair and lawful methods to collect personal information.

PileManager collects, holds, uses and discloses personal information to:

- (a) provide you with our goods and services;
- (b) manage and administer those goods and services, including account opening procedures;
- (c) comply with its legal and regulatory obligations; and
- (d) otherwise to manage PileManager's business.

5. **Use and disclosure of personal information**

Personal information collected by us (including via the Website) may be accessible by external contractors, sub-contractors and consultants who assist in our business operations, including developers who have access to the data in the course of administering and maintaining our online software product.

Your consent to this disclosure is required in order for PileManager to provide goods and services to you. If you do not consent to this disclosure, we may not be able to provide the goods and services offered to you.

We, and our agents, will only use and disclose your personal information as permitted by the **APPs** and the Privacy Act.

5.1 Primary purpose

Some of the primary purposes for which we use and disclose personal information include:

- (a) maintaining customer records;
- (b) delivery and supply of goods and services;
- (c) account keeping, invoicing and debt collection;
- (d) locating and/or retrieving our goods;
- (e) administering our accounts with you; and
- (f) account opening procedures, including credit reference checks and obtaining credit reports from credit reporting bodies.

5.2 Secondary purpose

We may also use and disclose your personal information we collect for a secondary purpose. A secondary purpose is one which is related to the primary purpose of collection. Some of the secondary purposes for which may collect your personal information include:

- (a) marketing our goods and services to you;

- (b) goods and services development;
- (c) customer and market research; and
- (d) to keep you informed of any changes to our business, goods and services or other offerings that may be of interest to you.

We will not use or disclose your personal information for any other purpose unless you have consented to that use or disclosure.

5.3 Can you 'opt out'?

Individuals who do not wish to receive marketing information can opt out by contacting our Privacy Officer.

6. **Direct marketing**

Like most business, marketing is important to Pile Manager's continued success. We believe we have a unique range of products and services that we provide to customers at a high standard. We therefore like to stay in touch with customers and let them know about new opportunities. We may provide you with information about new products, services and promotions.

We will not disclose your personal information to third parties for marketing purposes.

You may opt out at any time if you no longer wish to receive commercial messages from us. You can make this request by contacting our Privacy Officer.

7. **Accessing and correcting your personal information**

You may contact our Privacy Officer to request access to the personal information that we hold about you and/or to make corrections to that information, at any time. On the rare occasions when we refuse access, we will provide you with a written notice stating our reasons for refusing access. We may seek to recover from you reasonable costs incurred for providing you with access to any of the personal information about you held by us.

PileManager is not obliged to correct any of your personal information if it does not agree that it requires correction and may refuse to do so. If PileManager refuses a correction request, we will provide you with a written notice stating our reasons for refusing.

To make a request, you will need to obtain and complete an application form verifying your identity and specifying what information you require.

8. **Security of personal information**

Safeguarding the privacy of your information is important to us, whether you interact with us personally, by phone, mail, over the internet or other electronic medium. We take all reasonable steps to protect the personal information we hold from misuse and loss and from unauthorised access, modification or disclosure.

PileManager maintains appropriate physical, procedural and technical security for its offices and information storage facilities so as to prevent any loss, misuse, unauthorized access, disclosure, or modification of personal information. This also applies to disposal of personal information.

PileManager further protects personal information by restricting access to personal information to those who need access to do their job.

We may need to maintain records for a significant period of time. However, we will take reasonable steps to destroy or permanently de-identify personal information if it is no longer needed for any purpose for which the information may be used or disclosed.

9. **Keeping personal information accurate, complete and up-to-date?**

You may contact our Privacy Officer to request access to the personal information that we hold about you and/or to make corrections to that information, at any time. On the rare occasions when we refuse access, we will provide you with a written notice stating our reasons for refusing access. We may seek to recover from you reasonable costs incurred for providing you with access to any of the personal information about you held by us.

PileManager is not obliged to correct any of your personal information if it does not agree that it requires correction and may refuse to do so. If PileManager refuses a correction request, we will provide you with a written notice stating our reasons for refusing.

10. **When does this Privacy Policy not apply?**

This Privacy Policy only applies to personal information collected or held by us. It does not cover third party websites referred to in or linked from our Website. Those sites may have their own privacy policies.

11. **Overseas transfers of personal information**

We do not disclose any of your personal information overseas.

12. **Resolving personal information concerns**

If you have any questions, concerns or complaints about this Privacy Policy, or how we handle your personal information, please email our Privacy Officer at contact@pilemanager.com or write to

The Privacy Officer
Pile Manager Pty Ltd
PO Box 1177
Collingwood, VIC 3066
Australia
Email: contact@pilemanager.com

Once a complaint has been lodged, the Privacy Officer will respond to you as soon as possible.

You may also lodge a complaint with the Office of the Australian Information Commissioner by telephone: 1300 363 992 or email: enquiries@oaic.gov.au.

13. **Changes**

We reserve the right to change the terms of this Privacy Policy from time to time, without notice to you. An up-to-date copy of our Privacy Policy is available our Website.

The last update to this document was 2 September August 2014.