

This Privacy Statement sets out AAP Industries Pty Ltd ("AAP Industries") general policy in relation to our privacy obligations to you and our management of personal information collected, used or disclosed. AAP Industries is bound by the National Privacy Principles set out in the Privacy Act 1988 (Commonwealth Act).

#### PERSONAL INFORMATION COLLECTED

Generally AAP Industries will collect personal information directly from Clients and Customers, by our trained staff, either face to face, phone or emails and only to the extent necessary to provide customers with catalogues, products, services or an account.

We also collect information from sources that are publicly available such as websites, journals and phone books. At a later date we also may make use of cookies on our website to collect personal information about visitors to the site including browsing habits.

AAP Industries recognises that any personal information is very important to you and that you should have a right to control the use and dissemination of that information. Information collected by AAP Industries will only be disclosed in accordance with the terms of this Privacy Policy.

#### WHAT INFORMATION DO WE COLLECT?

The type of information that may be collected is your name, postal/delivery address, phone/mobile numbers, email address, bank account and credit card details etc.

We also collect information obtained as a result of credit checks that you authorise us to undertake. This information is used to provide you with the products that you are wishing to purchase from AAP Industries.

We collect information from you by lawful and fair means and not in an unreasonably intrusive way.

#### HOW WE USE AND DISCLOSE YOUR PERSONAL INFORMATION?

The personal information we collect from Clients and Customers ultimately allows us to provide you with better customer service.

We use your personal information for the purpose of:

- Providing you with our products and services
- To process your account application for the purpose of obtaining a credit account
- To assist in building a relationship with our customers and clients
- For internal purposes such as accounting and billing requirements
- To assess your application for employment
- To keep you informed of price adjustments, new products and services that may be of interest to you including direct marketing
- For complaints handling or data analytics purposes

AAP Industries will not sell any personally identifiable information that you give us to any third party.

#### WHO DO WE DISCLOSE YOUR INFORMATION TO?

We may disclose your personal information to third party organisations such as Solicitors, Industry Groups, Business Partners, Affiliates, Auditors, Debt Collectors, Mailing houses, Electronic Network Administrators and Printing houses. However, when doing so, we aim to take contractual measures to safe-guard your personal information so that we comply with the privacy standards above.

There are some exceptions to the general rule under the federal Privacy Act:

- Where the disclosure is required or authorised by or under law;
- Where it is necessary to prevent a threat to public health and public safety;
- For direct marketing, where the individual has consented or if consent is not practicable, has had the opportunity to opt out and has not done so.

AAP Industries does not disclose personal information to overseas recipients.

#### INTEGRITY OF PERSONAL INFORMATION

AAP Industries will take reasonable steps to ensure that personal information collected is:

- Accurate, up-to-date and complete;
- Protected from misuse, loss and interference;
- Protected from unauthorised access, modification or disclosure; and
- Destroyed or de-identified if the information is no longer needed for certain purposes

Please contact us by email or in writing if your personal information is incorrect, irrelevant and we can correct the information. You may find at times that our friendly staff will request updated information from you to maintain our records.

#### ACCESS TO PERSONAL INFORMATION

You may seek access to personal information, which AAP Industries holds about you and AAP Industries will provide this information in accordance with the Act. There are certain exemptions, which may apply to the provision of that information. To request access to personal information, or if you have a question regarding our Privacy Policy, or you would like us to investigate a complaint, you can contact us by sending an email to the Privacy Officer on: [info.nsw@aapindustries.com.au](mailto:info.nsw@aapindustries.com.au)

Alternatively you can call us on T. 02 85361518 or write to us at:  
Attention: Privacy Officer, AAP Industries Pty Ltd, 31 Monro Avenue, Kirrawee NSW 2232.

If your enquiry is regarding a complaint, the Privacy Officer will investigate the complaint and you can enquire the progress of the investigation at any time. We aim to resolve the matter to your satisfaction. If you are not satisfied with our response, you may take your complaint to the Office of the Australian Federal Information Commissioner.

#### SECURITY

AAP Industries acknowledges that security is of paramount concern to you. At AAP Industries we store your personal information in secure environments to safeguard it from misuse, disclosure, alteration or destruction. AAP Industries has in place generally accepted standards of technology and operational security in order to keep your personal information safe.

Personal information is stored either electronically or in hard copy and appropriate security measures are in place to protect this information. We destroy your personal information once it is no longer needed or required to be kept by law. Documents are taken for shredding and certificates are provided.

#### CHANGES TO PRIVACY POLICY

AAP Industries may, without notice, amend or modify this Privacy Policy by posting the amended Privacy Policy to the AAP Industries Internet Site.

#### FEEDBACK OR QUESTIONS

AAP Industries welcomes any feedback you may have regarding our privacy policy. If you have any questions or queries relating to the policy, or if you have any suggestions, please contact us on our details below;

**AAP Industries Pty Ltd**  
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