

Tapy is committed to protecting the privacy of the information it holds about each of its customers, including their “personal information”. “Personal Information” is defined in the Privacy Act 1988 (the Privacy Act), and means all information about an identifiable individual. We are committed to ensuring that our customers’ personal information is only collected, held, used and disclosed in accordance with the Privacy Act and this Privacy Statement.

## Information collected

As a Tapy customer, we may collect personal information from you in order to allow us to provide services to you. Any personal information will be collected directly from you, unless you have authorised us to collect that information from another party (for example, a credit reporting agency). When we collect personal information from you, we will make clear the ways in which we may use or disclose that information, and will ask for your authorisation to do so. You do not have to provide us with information we request, however it may affect the services we can provide to you. You have the right to access and request correction of any personal information that we hold about you, and full details of every organisation or person to whom we have disclosed information about you.

## How we protect your information

We will take all practicable steps to safeguard the personal information of our customers. This may include engaging a third party to provide services relating to the security and storage of that information. We will not continue to store personal information when it is no longer required for any of the purposes for which it may be used.

## Information collected

We have controls in place to ensure that your personal information will be used only for the purposes for which it was collected and purposes which you have authorised. Generally, these purposes will be:

- to consider providing you incentives and exclusives;
- to administer and develop our business, including administering and monitoring with you;
- to comply with laws, rules or regulations (including identity verification requirements) in Australia or overseas, including any laws, rules or regulations that we reasonably expect to be put in place;
- for direct marketing purposes;
- to exercise our rights and fulfil our obligations under any agreements with you or at law; and
- generally to do business with you.
- Unless you inform us that you do not wish to be contacted by us, we may use your personal information to contact you, including by mail, email and telephone (including SMS) to provide you with information about and discuss other products or services in which we think you may have an interest.
- We will not use or act on any of your personal information without taking reasonable steps (having regard to the purpose for which the information will be used) to ensure that the information is accurate, up to date, complete, relevant, and otherwise not misleading. If we believe that your information is inaccurate, not up to date, incomplete, irrelevant or otherwise misleading, we will ask you (or, with your consent, another person or organisation) to verify that information before we use it.

## Disclosure of information

As a Tapy customer, you consent to your personal information being disclosed to or obtained from other organisations or people we consider appropriate for the purposes listed above. Those other organisations or people include:

- our related companies;
- our service providers;
- other financial or insurance institutions;
- other retailers and small business.

## Queries, Concerns or Complaints

If you are concerned about how your personal information is being handled or if you have a complaint about a breach by us of the Privacy Act you can contact our Privacy Officer in these ways:

Email: [rob@tapy.co](mailto:rob@tapy.co)

- We will acknowledge your complaint within two business days of its receipt
- We will let you know if we need any further information from you to investigate your complaint
- We aim to resolve complaints as quickly and efficiently as possible
- We will strive to resolve complaints within five business days, but in some cases where we need to obtain further detail, this may take a little longer to resolve.

If you are not satisfied with the way we have handled your complaint, you may complain to the Office of the Privacy Commissioner in these ways:

Lodge a complaint on the Privacy Officer website.

## Cookies

Our web service collects the domain names, not the email addresses of visitors. Our web server may require an individual to place a "cookie" (small data file) on a users computer's hard drive, in order to track statistical information about navigation to and throughout certain areas of our website.

## Third Party Websites

Through our website and social media pages, you may be able to link to other websites which are not under our control. We do not take any responsibility for the privacy or security practices of those third party websites. We do not accept any liability for any loss suffered by you relying on anything contained or not contained within these website links.