

## Privacy Policy

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### Overview

Granite Belt Body Works (GBBW) is strongly committed to protecting your privacy when you interact with us, our content, products, and services. GBBW takes protecting customer information seriously and is very careful about how and when your personal information is collected and used. We have created this statement in order to demonstrate our firm and continuing commitment to the privacy of personal information provided by those visiting and interacting with our business. This policy may be updated from time to time without notice.

The purpose of this Privacy Policy is to explain in general terms:

- The application of this Privacy Policy
- The kind of information GBBW may collect about you, how we collect it and how we use it
- How we disclose that information
- How you can access the information we hold about you
- When we may use your information to contact you
- The protection of your personal information

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## Introduction

Granite Belt Body Works is committed to complying with the National Privacy Principles as set out in the Commonwealth Privacy Act 1988. This statement affirms our commitment to comply with those principles and it applies to all personal information about individuals collected by GBBW.

Much of the information that we hold about people outside our company is usually contact and vehicle details to enable us to do business with our customers.

There may be some occasions when, if you do not provide us with certain information, we may be unable to provide a service to you.

## Definitions

The term "Personal Information" in this privacy policy means any information from which your identity is apparent or can be reasonably ascertained.

## Collection of Information

GBBW collects personal information about you. The personal information we collect is in most cases supplied directly by you when you give us your details, make a booking or provide feedback to us. The type of service or interaction you wish to receive will determine the specific type of information we need to collect.


Personal information can include information such as;

- Name
- Address
- Phone numbers
- Email address
- Other contact details (fax etc)
- Merchandise information (purchases, orders etc)
- Method of payment

Specific personal information GBBW collects;

- We may keep a record of communication or correspondence from any individual
- Personal information required by Insurance companies
- Deliver products or services to you
- Complete other transactions with you or on your behalf
- Better understand your requirements and preferences
- Improve our service
- Protect against fraud or theft

Note that if you choose to correspond with us through email, we may retain the content of your email messages together with your email address and our responses. We provide the same protections for these electronic communications that we employ in the maintenance of information received by mail and telephone.

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## Disclosure of personal information to third parties

GBBW may disclose your personal information to third parties namely that of your Insurance Company. This information will not be anything they should not already have from you.

We **do not** share, sell, lend or lease any of the information that uniquely identify a subscriber (such as email addresses or personal details) with anyone except to the extent it is necessary to process transactions or provide services that you have requested.

We may disclose information when legally compelled to do so, in other words, when we, in good faith, believe that the law requires it or for the protection of our legal rights. We may also disclose account information when we have reason to believe that disclosing this information is necessary to identify, contact or bring legal action against someone who may be violating our Terms of Service or to protect the safety of our users and the Public.

If there is a change of control in our business or a sale or transfer of business assets, we reserve the right to transfer to the extent permissible at law our user databases, together with any personal information and non-personal information contained in those databases. This information may be disclosed to a potential purchaser under an agreement to maintain confidentiality. We would seek to only disclose information in good faith and where required by any of the above circumstances.

## The information we hold

In order to conduct business with our customer, we may hold personal information such as contact details or details about their vehicle. There are times when we may ask you to (or you may choose to) provide information about yourself, or your business, to assist us in meeting your various needs. Any information you provide will be used only for internal business purposes.

Occasionally, we may send communications in order to offer you other products and services that may be of interest to you. If you do not wish to receive any marketing communications or updates you can tell us and we will ensure to have your name removed from the marketing list.


We may also use, disclose, and communicate your information if required to do so by law including by an order of any court. Various Australian laws may expressly require us to collect/and or disclose personal information about individuals, or we may need to do so to be able to comply with other obligations under those laws.

At times, we conduct on-line surveys to better understand the needs, profiles and experience of our visitors. You are never obligated to participate in our surveys. If you choose to participate however, we will use that information to tailor our Site and its contents to meet your needs.

We will never knowingly send you unsolicited commercial electronic messages. More information on the Spam Act 2003 is available from the regulator's website: [www.acma.gov.au/spam](http://www.acma.gov.au/spam)

Other uses may be;

- Enforcing our rights, including undertaking debt collection activities and legal proceedings
- Dealing with complaints

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- Ensuring GBBW adheres to OH&S Policies

## Protection of your personal Information

Granite Belt Body Works will take all reasonable and practicable steps to ensure that your personal information is properly protected from misuse or loss, and unauthorised access, modification or disclosure.

To help protect the privacy of data and personal information we collect and hold, we maintain physical, technical and administrative safeguards. We train our employees about the importance of confidentiality and maintaining the privacy and security of your information. Access to your Personal Information is restricted to employees who need it to provide benefits or services to you. Where appropriate, encryption and/or authentication tools are used to protect certain web-based information (e.g., using secure sockets layer encryption for Internet communications).

Please note when you send e-mails to us, they are not necessarily secure when they are transmitted. If your communication is sensitive or includes confidential information such as a credit card number, you may want to provide it by post or via the telephone instead.

We encourage you to be vigilant about the protection of your own personal information when using third party digital services (such as social media platforms). As far as reasonably practicable, we will make sure that our relationships with those third parties include appropriate protection of your privacy.

The transmission and exchange of information is carried out at your own risk. We cannot guarantee the security of any information that you transmit to us, or receive from us. Although we take measures to safeguard against unauthorised disclosures of information, we cannot assure you that personal information that we collect will not be disclosed in a manner that is inconsistent with this Privacy Policy.


Please be aware that we may change this Privacy Policy in the future. We may modify this Policy at any time, in our sole discretion and all modifications will be effective immediately upon our posting of the modifications on our website or notice board. Please check back from time to time to review our Privacy Policy.

## Accessing your personal information

You have the right to request access to personal information that is held by GBBW about you. Requests for access will be dealt with by GBBW in accordance with the Freedom of Information Act 1982.

You also have the right to request the correction of any of your personal information that GBBW holds. We will take reasonable steps to make appropriate corrections to personal information so that it is accurate, complete and up-to-date.

We reserve the right to refuse to provide you with information that we hold about you, in certain circumstances set out in the Privacy Act.

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To seek access to, or correction of, your personal information please contact GBBW as follows:

By email: [admin@gbbw.com.au](mailto:admin@gbbw.com.au)

By telephone: 07 4681 3399


By mail: 12-14 Walsh Drive, Stanthorpe, QLD 4380

If GBBW takes more than 30 days to respond to your privacy complaint, or if you are dissatisfied with the outcome, you can make a complaint to the Privacy Commissioner at the Office of the Australian Information Commissioner. The OAIC can be contacted on 1300 363 992 or at [www.oaic.gov.au](http://www.oaic.gov.au)

### Other Sites

Granite Belt Body Works is not responsible for the privacy practices & content of sites that are linked to this site via hyperlinks, banner advertising or otherwise. Often links to other Web sites are provided solely as pointers to information on topics that may be useful to the users of our Web site.

Please remember that when you use a link to go from our Website to another web site, our Privacy Policy is no longer in effect. Your browsing and interaction on any other web site, including web sites, which have a link on our Website, is subject to that Web site's own rules and policies. Please read over those rules and policies before proceeding.

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