

Privacy statement for NetCentral.com.au Pty Ltd

NetCentral are committed to preserving and respecting your privacy and complying with the National Privacy Principles embodied in the new Privacy Act which came into effect in December 2001. In this statement 'we' and 'us' means NetCentral.com.au Pty Ltd, ACN 084 085 174.

General

We collect certain personal information from you such as your name, contact details, your credit card details (if provided). This information is required for us to provide services to you. We may also collect other personal information that you provide to us on company surveys or marketing competitions. We use this information to improve our services and products. Our surveys are strictly confidential. We will remove your name from such survey lists if you ask us to do so. We take reasonable steps to ensure your personal information is kept confidential, secure, and protected from unauthorised access or use.

Access to personal information

In accordance with the Privacy Act, you can access personal information about you held by us, and advise us if you believe it is inaccurate, incomplete, or out of date. You can request access to the personal information that we hold by writing to the Privacy Officer, NetCentral.com.au Pty Ltd, PO Box 2006 Green Hills NSW 2323.

Complaint

If you consider that your privacy has been breached, please contact our Privacy Officer at the above address. If you consider that we have not resolved the issue you may refer the matter to the Privacy Commissioner's Office.

We also collect non-personally identifiable aggregate information to improve our performance, services and products. This may include visited domain names and web pages and browser software being used. We collect this information in such a way that it is not able to be linked back to any individual.

We collect, use, store and disclose personal information about you for the following purposes:

1. Information from credit reporting agencies.

Information about your credit worthiness from reporting agencies may be used to assess your registration or application.

2. Disclose to credit reporting agencies and authorised agencies.

Disclose personal information about you to credit reporting agencies in line with our debt collection policies and procedures. If you are in default, we will notify and exchange personal information with our collection agent.

Disclose personal information about you to authorized agencies such as our solicitors, when required for legal proceedings; the police in investigating criminal or fraudulent transactions or as permitted by the Privacy Act for similar dealings.

3. Marketing lists.

Use personal information for marketing purposes. This includes putting your name and contact details on marketing lists for the purpose of direct marketing, offering you our products and, via email, post, or telephone.

Please note that if your preference is to opt-out of our marketing lists your name will be removed from such lists in the future. If your preference is to opt-out, you will lose the benefits of directly receiving from us various marketing communications about our latest products and services, promos, or special deals with our third party business partners. We recommend that you visit <http://www.netcentral.com.au/> to keep yourself in touch with the latest products and services and promotions from time to time.

4. Company service providers.

Transfer personal information for the primary purposes of carrying out our business services and transactions confidentially to our service providers that we use from time to time such as our business partners to handle our marketing campaigns and partnering in selling our products and services; external mail outsourcing agents to handle our bulk postal requirements; and our bank, merchant or financial agencies to process your account payments. Wherever possible, we try to get those services provided to you without those third parties being provided with any of your personal information. If that is not possible, we require that any third party is provided with only the minimum necessary information, and it is provided under terms of strict confidentiality on condition that the third party only uses it to provide the necessary services.

5. Sale of business

If at some time in the future, we sell all or part of our business, we will need to disclose your personal information to the buyer so that the buyer can continue to provide services to you.

Quality of information collected.

With reference to our General Terms and Conditions, it is your responsibility to ensure that your personal information is up to date by notifying us of any changes to the details we hold about you. However, we will take all reasonable steps to make sure that the personal information we collect, use or disclose is accurate, complete and up-to-date. We do require you to verify certain personal information for any account enquiry. We also will ask you to check your details in our company communications such as our welcome letters and account notices.