



**Downs Office Equipment & Supplies**

**203 James Street, Toowoomba Queensland 4350**

ABN 35 010 732 395

T: (07) 4632 4733 F: (07) 4638 2177 Service Calls: (07) 4639 3944 Service Fax Free: 1800 063 944 Orders Fax Free: 1800 803 666

Email Service: [service@doe.com.au](mailto:service@doe.com.au) Email Sales: [sales@doe.com.au](mailto:sales@doe.com.au) Web Address: [www.doe.com.au](http://www.doe.com.au)

## Privacy Policy

Downs Office Equipment & Supplies (**DOE, our, we or us**) ABN 35 010 732 395, is committed to the protection of personal privacy within the scope of applicable legislation including the thirteen Australian Privacy Principles. This Privacy Policy covers DOE's treatment of personal information that we collect, use and disclose during the normal course of business.

DOE may update this Privacy Policy from time to time. The most current version will be located on the DOE website ([www.doe.com.au](http://www.doe.com.au)), and is also available by contacting our General Manager by email ([privacy@doe.com.au](mailto:privacy@doe.com.au)) or at the address detailed below.

By using the DOE website, or by providing any personal information to DOE, you consent to the collection, use and disclosure of your personal information as set out in this Privacy Policy.

### Personal information collected

Personal information may include (but is not limited to) any or all of the following:

- Name
- Address, telephone number, email address and other contact details
- Company name, position, occupation and other business details
- Bank account details
- Credit card details
- Transaction details relating to our business activities.
- DOE will not collect sensitive information from you without your explicit permission.

DOE respects your right to privacy, you do not have to provide us with any personal information. However if you do not do so we may not be able to complete a transaction you have entered into, finalise payment of a product or service you have ordered, make delivery of a product you have ordered, grant credit terms or otherwise provide you with the products, services or benefits you have requested.

We will only ask for personal information relevant to our business relationship with you.

### How DOE collects personal information.

Generally, DOE collects personal information directly from you:

- When you submit information through the DOE website
- When you apply for a credit account
- If you enter into a promotion conducted by us or a third party
- If you complete a survey
- In the course of us providing you with a requested product or service.
- If you provide us with personal information about someone else, you should ensure that you are authorised to do so and agree to inform that person of the contents of this policy.

DOE will directly collect personal information from you, or through our business partners who may partner with DOE for promotional activities, or third parties who supply services to DOE. DOE will take all reasonable steps to ensure that all information we collect, use or disclose is accurate, complete, up-to-date and stored in a secure environment.

## **Why DOE collects, uses and discloses personal information.**

DOE will collect personal information for the following purposes:

- to establish and maintain your relationship with us, and providing you with information necessary to allow you to remain in contact with DOE
- to provide the products or services you have requested from us and keep a record of these transactions
- to provide credit to you, which may include disclosures to credit reporting agencies or other organisations
- to answer any inquiry you make
- to register you for events or promotions
- to assist us to make our services and products more valuable or useful to you
- DOE will not use your personal information for any other purpose without first seeking your consent, or where authorised or required by law.

DOE may also disclose your personal information to third parties who work with us in our business to provide, promote or improve the products or services you have requested or are interested in, such as:

- manufacturers and suppliers
- delivery contractors
- debt collection agencies

DOE may also use and disclose your personal information (excluding sensitive information) to send direct marketing to you.

The direct marketing may relate to:

- our products and services
- the products and services of other parties
- promotions run by us or other parties
- to keep you informed of new developments we believe may be of interest to you.

You may opt-out of receiving this direct marketing from DOE or third parties through the unsubscribe function that will be made available to you with each direct marketing communication.

## **How you can access or correct your personal information**

DOE will take reasonable steps to make sure that the personal information we collect, use or disclose is accurate, complete and up to date. If your personal details change, such as your address or phone number, please advise of the changes to either our accounts department ([accounts@doe.com.au](mailto:accounts@doe.com.au)) or our senior management by email ([privacy@doe.com.au](mailto:privacy@doe.com.au)) or at the address detailed below.

At your request, DOE will provide you with a copy of any personal information which we hold about you, unless an exception under the Privacy Act 1988 applies. We will promptly acknowledge and investigate any complaint about the way we manage personal information.

## **What if you have a complaint about how we collect or use your private information.**

If you have any questions about this Privacy Policy or if you wish to make a complaint about our collection, use or disclosure of your personal information under this Privacy Policy, please contact:

The Privacy Officer

Downs Office Equipment & Supplies  
203 James St  
Toowoomba 4350  
Fax: 07 46382177  
E-mail: [privacy@DOE.com.au](mailto:privacy@DOE.com.au)

DOE will take reasonable steps to remedy any issues resulting from our failure to comply with our privacy obligations and investigate any complaint about the way we manage personal information.

**Does DOE send personal information overseas?**

DOE is not likely to directly disclose your personal information to organisations in other countries. It is possible that personal information recorded for warranty or warranty repair purposes could be sent overseas by our suppliers. Likely overseas countries that suppliers and/or manufacturers could send information to are: Japan, Korea, Malaya and other South East Asian countries. Should this be of concern we can direct you to the respective supplier or manufacturer's privacy policy for more details.

Last updated 1<sup>st</sup> March 2014