

Privacy Charter - Air Brake Systems Pty Ltd (ABN 60 182 909 224)

Who we are

In this Privacy Charter “we”, “our”, and “us” refers to Air Brake Systems Pty Ltd and each of its related entities. We offer brake, clutch, suspension and other products primarily to suit commercial vehicles such as trucks, semi trailers, buses, heavy duty loaders, trains etc in various states and territories in Australia. Air Brake Systems Pty Ltd and its related entities may maintain additional rules and practices, which are fully consistent with this Privacy Charter. This Privacy Charter is current as at 21 December 2001.

Our commitment to privacy and responsible use of your personal information

We are committed to protecting the privacy of your personal information and to handling your personal information in a responsible manner in accordance with the Privacy Act. This Privacy Charter explains how we collect, use and disclose your personal information.

The National Privacy Principles

The Federal Government’s Privacy Act outlines the National Privacy Principles, which set the minimum standards for how private sector organisations should handle your personal information. We are committed to complying with the National Privacy Principles.

Collection of your personal information

We collect your personal information in various ways, such as when you fill out a credit application form, verbally over the phone, over the internet if you transact with us online, via fax, letter or other notification or advice sent by you to us. The personal information collected and stored by us about you generally includes your company name, ABN, address, ownership details, management details, account details, trade reference details and contact details, including phone, fax and email as provided by you to us.

Sensitive Information

If we collect sensitive information about you, we do so in accordance with the National Privacy Principles.

How we collect the information

Whenever possible, we collect your personal information from you. However, there may be occasions when we collect information about you from someone else. For example, we may need to collect credit information from a trade reference nominated by yourself, or from other recognised sources of credit information. Irrespective of the source of the information, we respect and protect the privacy of personal information. If you provide information to us about another person, then you are responsible for telling the other person that you have provided information about them to us. You should tell them who we are, that they may access their personal information, and you may also wish to refer them to this Privacy Charter.

How we use your information

We will use your personal information in accordance with the National Privacy Principles, such as for the purposes for which it is collected, to provide you products and services, and (subject to your consent) for marketing purposes. For example, we will collect and use your personal information to :

- assess your credit application
- process payments
- administer your account
- calculate or offer discounts which may apply multi-product discount
- contact you as necessary on issues relating to your account or our products or service.

We also need to collect, use and store your personal information so that we can answer any questions you may have regarding any products or services.

Sharing and disclosure of your information

We will not disclose information about you to a company which is not a related entity unless the disclosure is required or authorised by law, or you have consented to our disclosing the information about you. On occasions, we may need to disclose your personal information to provide a product or service to you. We may also need to disclose your information to debt collecting agencies, lawyers, investigators, law enforcement agencies etc in the process of administering your account and enforcing payment of monies owing. At all times, we will respect and protect the privacy and confidentiality of personal information.

Receiving marketing material from us

It is our aim to provide our customers with access to a range of leading products and services offered by us and any other organisations whose products and services we promote. To do this, we use the information you provide to us for market research so we can then provide you with information on products and services that we believe will be of interest to you. We may share your personal information on a confidential basis to our related entities so that they can also offer you products and services. If we promote products or services from other organisations, we will not disclose your personal information to them.

Your choice to receive marketing material

We provide you with a choice to opt out of our marketing activities, and will respect your request not to receive marketing material (such as notification of new products etc) from us. If you do not wish to receive marketing material from us, we ask you to contact us. You should inform us if you do not want your personal information to be used and disclosed for marketing purposes. Please note that it may take up to 60 days to fully implement your request not to receive marketing or promotional materials. We apologise if you do receive any materials during this period. should you change your mind at any time and would again like to receive promotions, offers and marketing materials please let us know by contacting us.

Other companies who provide services to us

We may disclose information about you to outside contractors to carry out activities on our behalf, such as a mailing house. We impose security and confidentiality requirements on how they handle your personal

information. Outside contractors are required not to use information about you for any purpose except for those activities we have asked them to perform.

Credit information

We may obtain credit information about you from, and provide it to, credit reporting agencies in accordance with the Privacy Act and Credit Reporting Code of Conduct.

Security of your personal information

Personal information that we hold on our systems is protected through the use of secure passwords and other security procedures. Access to personal information is limited to those who specifically need it to conduct their business responsibilities. We also maintain physical security procedures to manage and protect the use and storage of paper records containing personal information. Our staff are aware of the sensitivity of your personal information and we undertake to handle personal information in accordance with the Privacy Act. We will keep your information so that we can continue to provide the products and services you have requested from us. We will take reasonable steps to destroy or permanently de-identify personal information when we no longer need it.

Accuracy of your personal information

We will take reasonable steps to ensure that the information we hold about you is accurate, complete and up-to-date. If you believe that the information we have about you is not accurate, complete or up-to-date we ask you to contact us.

Access to your personal information

You may request access to the personal information we hold about you. So that we can respond quickly and efficiently to your request, we may ask you to complete an Access Request Form and may charge you a service fee for retrieving and sending the information to you. Please contact us if you would like more information on how to request access to this information or to confirm the applicable charges. If we are unable to meet your request for access, we will let you know why.

If you have a complaint

If you have a complaint about the privacy of your personal information, we ask that you contact us in writing. We will promptly acknowledge and investigate complaints.

Further information

Please contact us if you would like further information regarding this Privacy Charter, or the management of your personal information. You can also email us if you have any further queries.

Privacy Online

We do not currently employ any advanced security procedures to protect information or transactions that may be transmitted to or from us via our internet site www.airbrake.net

Keeping you up to date

An up to date copy of this Privacy Charter may also be viewed on our website.