

PRIVACY AND MANAGEMENT OF CREDIT RELATED INFORMATION POLICY

Whistler Bound Pty Ltd trading as Roadrunner Parts (ABN 89 079 044 447) of Unit 2, 42-44 Whyalla Place, Prestons NSW 2170 (**we, our and us**) respects individual privacy and the rights of individuals to control their personal information and credit related information. We are bound by the Australian Privacy Principles (**APPs**) and the privacy laws. We are committed to protecting personal information and credit related information. This Privacy Policy sets out our policies and practices regarding the collection, use and disclosure of personal information and credit related information that is provided to us and which we collect. By contacting us by email, phone or fax, or using any of our other services, you agree to the terms and conditions of this Policy and consent to the processing of such information according to this Policy.

Types of information collected and held

“Personal information” about you is information or an opinion about you or which is reasonably identifiable as you, whether or not the information or opinion is true and whether or not the information is recorded in a material form.

“Credit related information” is information that identifies you such as your name, date of birth, sex, current or past addresses, current and past employer or driver’s licence number, consumer credit liability information about you such as the credit provider, the type of consumer credit, the terms and maximum amount of credit of any consumer credit contract and the date of termination of any consumer contract, repayment history information, information requests made by a credit provider, mortgage insurer or trade insurer, the type and amount of credit sought in an application in connection with which the credit provider has made an information request, default information, payment information, new arrangement information with respect to the original consumer credit contract, court proceedings in relation to any credit provided to or applied by you, personal insolvency information such as bankruptcy, publicly available information about your credit worthiness or opinion by a credit provider that you have committed a serious credit infringement in relation to consumer credit.

The types of personal information and credit related information that we collect and hold include:

1. your name
2. your email address
3. your telephone number
4. your home address, and
5. credit card details.

Sensitive information

We may collect information that is considered “sensitive information”, such as:

1. Your membership of a trade or professional association.

How we collect and hold information

In general, we collect your personal information that you voluntarily and knowingly provide during your dealings with us, including when:

1. you complete our credit account application form
2. you submit your details to us via our website at <http://roadrunnerparts.com.au/Contact>
3. you contact us, by phone, email or fax, in order to make an enquiry about us, or you request our products or our services, or
4. you meet with us at a face-to-face meeting or event, or you provide us with your business card

We may collect some of your personal information and credit related information from third parties, such as trade associations that we are members of, for example the Traffic Management Association of Australia, your commercial creditors or credit reporting organisations or agencies.

We hold such information in hard copy files and electronic files. However, where your personal information is no longer necessary for any of the purposes for which we collected your personal information, we take reasonable steps to destroy the information or ensure that the information is permanently de-identified (subject to any other legal obligations we have to retain the information).

We take reasonable steps to ensure that all such information is kept secure in accordance with reasonable physical, electronic, and managerial procedures. However, for information collected online or stored in electronic databases, you acknowledge that no security system is impenetrable and that the security of those databases can never be guaranteed. We also cannot guarantee that the information you supply will not be intercepted while being transmitted over the internet. Accordingly, any information which you transmit to us is transmitted at your own risk. Nevertheless, once we receive your transmission, we will take reasonable steps to preserve the security of such information and we ensure that there are various security protections in place.

Purposes for which we collect, hold, use and disclose personal information and credit related information

We collect, hold, use and disclose personal information and credit related information only for the purpose (**primary purpose**) for which it is provided to us, which may include (as applicable):

1. to provide any goods, services or quotations
2. to enable us to contact and communicate with our customers regarding their accounts with us
3. to process orders
4. to assess and process credit account applications
5. to consider suspension or termination of credit accounts
6. to respond to and resolve any query or complaint
7. for internal administration, account keeping, invoicing, debt collection, product research, evaluation and development and quality control purposes
8. to offer additional information, opportunities, discounts and promotions , and
9. for any other purposes required or authorised by law or a court/tribunal order.

We will not use or disclose your personal information for any secondary purpose, unless you consent to that use or disclosure; or you would reasonably expect the use or disclosure in the circumstances, and that secondary purpose is related to the primary purpose for which we have collected that information.

We may disclose your personal information or credit related information to third party service providers or affiliates within or outside of Australia who work on behalf of or with us to provide some of our administrative and other services relating to the purposes for which we collect that information. We require such service providers to promise not to use such information except as necessary to provide the services to us.

We may also use or disclose your personal information or credit related information if required or authorised by law or a court/tribunal order.

Except as set out in this Privacy Policy (or as required for any statutory or legal requirements), we do not share, sell, rent or otherwise disclose your personal information or credit related information to third parties.

Access to and correction of Information

We will take reasonable steps to ensure any personal information we collect is up-to-date, complete and accurate. We will also take reasonable steps to ensure that any personal information that we use or disclose is up-to-date, complete, accurate and relevant.

You may request access to your personal information or credit related information that we hold, and you may seek the correction of such information by contacting our Privacy Officer on 02 9607 5774, at privacy@roadrunnerparts.com.au or Unit 2, 42-44 Whyalla Place, Prestons NSW 2170. We may charge you a small fee to cover any administrative costs that we incur in providing you with access to your personal information or for correcting your personal information.

Complaints about a privacy breach

If you believe that we have breached the APPs, Part IIIA Division 3 of the *Privacy Act 1988* (Cth) or the *Privacy (Credit Reporting) Code 2014*, you may direct your complaint to our Privacy Officer at one of the contact points set out above. Our Privacy Officer will review your complaint and liaise with you directly to resolve your complaint.

If you do not consider our response satisfactory, you may contact the Australian Privacy Commissioner at its website www.oaic.gov.au or by telephone on 1300 363 992.

Overseas disclosures

Except as set out elsewhere in this Privacy Policy, we do not disclose your personal information or credit related information overseas.

Changes to our Privacy Policy

If we make changes to this Privacy Policy we will post those changes onto our website. Amendments will be effective immediately upon being placed on the website.

Policy last updated October 2014