

AlCarglass (ABN 60163196324), is committed to responsible privacy practices. We understand the importance of safeguarding the privacy of our customers and visitors to this website. This Privacy Policy explains how we collect personal information through this website, how we use and disclose that personal information and how you can contact us if you have any queries.

### **What is personal information?**

Personal information is information in any recorded form that identifies an individual or from which an individual's identity can reasonably be ascertained. Examples include an individual's name, address, contact number and email address.

### **Why does AlCarglass collect personal information?**

We collect personal information for a range of purposes, including:

- responding to customer enquiries regarding the services we offer
- receiving feedback and dealing with complaints
- processing and administering quotes for clients
- performing our services to the customer
- marketing and promotional activities
- analysing customer needs and develop customer strategies
- meeting legal and regulatory requirements

### **Collection of personal information**

You can browse this website without registering any of your personal information. We collect your personal information on this website only when you choose to provide it to us, for example, if you:

- complete and submit the 'Contact' form; or
- complete and submit the 'Quick Quote' form; or
- complete and submit the 'Request a Callback' form

If you don't complete the fields marked as "mandatory" or "required" when completing these forms (indicated by an asterisk), we will not be able to respond to your query.

### **Information that does not identify you**

Some of the information that is collected during your visit to this website is not personal information, because it does not reveal your identity. For example, we may record:

- your server's IP address (a number which is unique to the machine through which you are connected to the internet);
- the type of browser and operating system you are using;
- the previous website that you visited; and
- the date and time of your visit, the pages that you viewed and any documents you downloaded.

This information is used by us in anonymous, aggregated form only, to generate statistics, analyse website activity and for website development purposes. However, AlCarglass reserves its right to use or disclose this information to try to locate and identify an individual if it reasonably believes that the individual may have engaged in any unlawful or inappropriate activity in connection with this website.

## **Cookies**

A cookie is a small data file that a web site transfers to your internet browser for identification purposes. The cookies that we use do not identify you individually. Instead, they identify your internet browser. We use cookies to maintain session information about you when you log into our website, which enables us to personalise your current visit.

Most internet browsers are set to accept cookies. If you prefer not to receive them, you can adjust your browser to reject cookies, or to notify you when they are being used. There are also software products available that can manage cookies for you. You do not need to have configured your browser to enable the accepting or sending of cookies in order to use this site.

## **The types of personal information we collect**

For the purposes of performing our services, we may collect the following types of personal information:

- Your name
- Company name
- Email

- Mailing address
- Telephone number
- Vehicle details

### **Use and disclosure of personal information**

We will use and disclose the personal information that you have provided to us through the website forms for the purpose for which it was provided (for example, to respond to your query or to contact you to confirm your booking). We may also use your email address to respond to feedback given about this site, and to confirm receipt of emails sent to us.

In addition, we may use your personal information for marketing and promotional purposes to keep you informed about our services (including special offers). You can let us know at any time if you no longer wish to be contacted for this purpose or unsubscribe via the link provided. Your permission will remain current until you advise us otherwise.

Your personal information may also be disclosed to our contractors and agents (such as information technology providers, marketing and communications agencies, call centres, direct mail houses and printers) for the purposes outlined in this privacy statement.

### **Quality and security of personal information**

We rely on the personal information we hold in conducting our business. We take reasonable steps to ensure that the personal information we hold is accurate, complete and up-to-date. You can help us by letting us know about any changes to your personal information, such as your address and phone number.

The security of personal information is also important to A1Carglass and we take precautions to protect the personal information that we hold from misuse, loss, unauthorised access, modification or disclosure.

### **Links to third party websites**

This website may contain links to other websites that are not operated or controlled by A1 Carglass. These links are provided for convenience only and may not be current. Provision of a link does not amount to an endorsement or approval of the third party website by A1 Carglass and we are not responsible for the content or privacy policies of those websites. Third party websites should

have their own terms of use and privacy policies, which we encourage you to read.

### **Queries and access**

Please contact our Privacy Officer (details provided at the end of this policy) if you would like to access or correct the personal information that we hold about you. We will generally provide you with access to your personal information.

Access to personal information may be refused in a number of circumstances, such as where the information relates to anticipated legal proceedings or the request for access is frivolous or vexatious. If we deny or restrict your access, we will explain why. Similarly, in some limited circumstances we may not make requested corrections to personal information, in which case we will provide you with reasons for this decision.

### **Resolving concerns**

If you have any concerns about the way your personal information is managed by A1 Carglass, or believe that a breach of your privacy has occurred, please let us know by contacting our Privacy Officer (details provided below). We will respond to your concerns as soon as possible.

### **Contact details and additional information**

If you would like more information about A1Carglass's approach to privacy, or if you wish to contact us regarding the information set out in this policy, please contact our Privacy Officer by email at [alcarglassqld@gmail.com](mailto:alcarglassqld@gmail.com).

### **Amendments to this privacy policy**

We may amend this Privacy Policy from time to time by placing an amended version on this website.