

# Privacy Policy

## INTRODUCTION

Express Glass 24 hour Service Pty Ltd ("Express Glass") ABN 13 074 588 328 is committed to protecting the privacy of individuals.

The protection of personal information in the private sector is required by the Privacy Act 1988 as amended by the Privacy Amendment (Private Sector) Act 2000 ("Act"). All employees and officers of Express Glass are expected to comply with the Act and Express Glass' policies and procedures concerning the protection of personal information.

This policy applies to all our web pages at [www.expressglass.com.au](http://www.expressglass.com.au), ("the Site"). It explains our practices with regards to collection and processing of any personal information (i.e. information from which an individual's identity is apparent or can be reasonably ascertained) that may be collected as a result of your use of the Site.

## WHAT INFORMATION DO WE COLLECT?

The Site allows you to contact Express Glass for the purposes of: subscribing or unsubscribing to newsletters, media releases or other communications; requesting information about Express Glass; or making other enquiries.

By sending emails, you will be providing us with certain personal information, which may include your name, email address and any other details you include in your email. This information is collected by us for the purpose of dealing with your request. We may not be able to deal with your request without this information.

In common with many websites, when you read, browse or download information from our website, we or our internet service provider may also collect information such as the date and time of your visit to the website, the pages accessed and any information downloaded. This information is used for statistical, reporting and website administration, maintenance and improvement purposes only.

The Site may contain links to other sites. We are not responsible for the privacy practices or policies of those sites.

## WHAT DO WE USE PERSONAL INFORMATION FOR?

Express Glass may use or disclose personal information collected from this site for any or all of the following purposes:

- For the purpose of dealing with your request or enquiry. This may involve disclosing your personal information to service providers who assist us in operating our business. These organisations are required by Express Glass to comply with this policy.
- If your request involves subscription to newsletters or other material or requires us to send you communications, your details may be provided to Fastpack Mail Pty Ltd, a direct mail company. Fastpack Mail will not use your details for any purpose other than that ordered by Express Glass. Your details and information about the communications you wish to receive will be held on a database and used for the purpose of administering your subscription or request.
- Express Glass may use your email details to contact you from time to time to provide you with information about Express Glass.
- For administrative purposes including research, planning, service development, security and risk management.

If you decide that you no longer want to receive newsletters or other updates then please use the unsubscribe feature set out in the email, if applicable, or write to:

The Privacy Officer, Express Glass  
PO Box 218 Rosebery NSW 1445  
Email: [privacy@expressglass.com.au](mailto:privacy@expressglass.com.au)

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## **DISCLOSING PERSONAL INFORMATION**

As noted above, we may share personal information with related companies or with contractors performing services for Express Glass which are required by Express Glass to comply with this policy. Express Glass will only make such disclosures to achieve the purpose for which the information was provided. Otherwise, Express Glass's policy is not to disclose any personal information to any unrelated third party, except with consent or where we are required by law to do so.

## **RETENTION AND DISPOSAL OF INFORMATION**

Express Glass will only keep personal information it needs for the purpose for which it was collected. Express Glass will dispose of such information when it has no further need to use it or it is required by law to do so.

## **EMAIL SECURITY**

In line with our policy on email security, any emails that you send will be automatically scanned, which could result in certain attachments and styles of message being automatically blocked. Our IT administrators may have access to your emails in order to authorise the content. This is done purely for IT security purposes and our IT administrators will not access the contents of your emails once this process is complete.

## **SECURITY OF INFORMATION**

You should be aware that the Internet is not a secure environment. Accordingly, we cannot ensure or warrant the security of any information you send to us or receive from us online. We have no way of protecting that information, however, once Express Glass receives your transmission, we use all reasonable efforts to ensure its security in our possession.

## **ACCESSING AND UPDATING PERSONAL INFORMATION**

Please let us know if your details change and we will make every effort to keep any personal information held up to date and accurate. You can access your personal information and notify us of any change, modification or correction, by contacting:

The Privacy Officer,  
Express Glass PO Box 218 Rosebery NSW 1445  
email: [privacy@expressglass.com.au](mailto:privacy@expressglass.com.au).

## **COMPLAINTS AND FURTHER INFORMATION**

If you have a complaint or require further information about how Express Glass handles personal information or any privacy issues please contact:

The Privacy Officer,  
Express Glass  
PO Box 218 Rosebery NSW 1445  
email: [privacy@expressglass.com.au](mailto:privacy@expressglass.com.au).