

Sales Assured Limited

Privacy Policy

Sales Assured Limited (**we, our, us**) recognises the importance of protecting the privacy of individuals in relation to their personal information. This Privacy Policy sets out how we collect, use and disclose your personal information, how you may seek to access or correct your personal information and how you may make a complaint if you believe we have breached our obligations.

We are bound by the Privacy Act 1988 (Cth), which sets out a number of principles concerning the collection, disclosure and management of your personal information.

Collection of your personal information

We may collect and hold the following types of personal information about you:

- your name;
- contact details such as your home address, email address and phone numbers;
- identification information such as passport and driver's licence numbers;
- your ABN, ACN or TFN;
- passport-style photographs of you;
- the status and history of your registration with us; and
- details of your representation of our members.

We will usually collect your personal information directly from our members when you submit a completed application form to one of our members for registration on our register of sales agents. Because we maintain a central register of sales agents and representatives for our members, the personal information that we collect from our members (and store on their behalf) includes information relating to your accreditation or registration as a sales agent or as a representative of a member, your compliance with the Sales Assured standards for Face to Face Marketing and any updated personal information that you have provided to a member or to us that relates to any of those matters.

We may also collect personal information about you when you access and use our website. For example, we may collect browser type, version and language, operating system, pages viewed while browsing our website, page access times and referring website addresses. However, we do not always link this information to your other personal information and use it only to improve the experience of users of our website.

For what purposes do we collect, hold, use and disclose your personal information?

We collect, hold, use and disclose your personal information for the following purposes:

- in relation to your application to become registered sales agent or a representative of one or more of our members;
- storing personal information for our members and to provide our members with services relating to the accreditation and registration of sales agents or a representatives;
- in relation to your continued registration and work as a sales agent or representative and matters relating to the Scheme;
- to verify your identity and to provide it to our members so that our members and their customers are able to verify your identity in respect of your work as an accredited sales agent or a representative;
- to provide you with access to protected areas of our website, including SAL support features; and
- so that we can perform our business activities and functions and to provide best possible quality of customer service.

What happens if we can't collect your personal information?

If we are unable to collect your personal information from our members, or if you do not provide us with the personal information described above:

- we may be unable to store or process your personal information for our members which may reduce your opportunities to be accredited as a sales agent or representative;
- we and our members may be unable to process your application for accreditation and may be unable to register you or to provide accreditation as a sales agent or representative;
- we and our members may be unable to maintain your registration or properly deal with matters relating to the Scheme; and
- we may be unable to provide you with access to protected areas of our website or to tailor the content of our website to your preferences and your experience of our website may not be as enjoyable or useful.

To whom may we disclose your personal information?

We may disclose your personal information to:

- our members in the course of storing and processing your personal information on our members' behalf, including in relation to your work as a sales agent or representative; and
- our employees, related bodies corporate, contractors or service providers in the ordinary course of processing and storing your personal information and in the course of maintaining, updating or replacing the systems on which your personal information is stored.

Accessing and correcting your personal information

You have a right to access your personal information unless we are entitled to refuse access on grounds permitted under the Privacy Act. Those grounds include refusing access if giving access would be unlawful, pose a serious threat to the safety of an individual or would unreasonably affect the privacy of someone else. If you would like to access the personal information we hold about you, please let us know by contacting us via our contact details below. You may be required to complete a subject access request form and to prove your identity for security reasons.

You may also request us to correct any personal information that you believe is not accurate, up to date, complete or misleading. We will take reasonable steps to make that correction

We will not charge you for simply making a request to access or correct your personal information and we will not charge a fee for correcting your personal information. If we provide the personal information to you, we may charge you an access fee of up to \$20 to cover our administrative and other reasonable costs in providing the information to you.

If we do not give you access to your personal information or decide that we will not correct your personal information, we will provide you with written reasons for our decision.

Security

We take reasonable steps to ensure your personal information is protected from misuse and loss and from unauthorised access, modification or disclosure. However, the Internet and electronic communication are not completely secure.

Complaints

If you believe that we have breached our obligations under the Privacy Act in respect of your personal information, you may contact us via the contact details below.

On receiving your complaint, we will investigate your complaint within a reasonable time. We will deal with your complaint confidentially. As part of that investigation, we may ask you for further

information and may also ask you to provide us with details of your complaint in writing so that we can better understand the precise nature of your complaint.

Our staff will assist you with your complaint. In most cases, our staff will respond to you in writing (by letter or by email). If you believe that our staff member's decision or response is not correct in some respect, you may provide details of the claimed deficiency and ask the staff member to further consider the issue. After the staff member further responds, and if you remain unsatisfied, you may escalate the matter to our Chief Executive Officer for further consideration.

Contacting us

If you have any questions about your personal information or this privacy policy, please contact the SAL office using any of the details set out below.

Sales Assured Limited
PO Box 497 Penrith NSW 2751

Tel: 61 412 206621

Email: info@salesassured.com.au

Changes to our privacy policy

We may change this privacy policy from time to time. Any updated versions of this privacy policy will be posted on our website.

This privacy policy was last updated on 24 June 2018.