

# **Bearing Wholesalers Privacy Statement**

## **Introduction**

Bayswater Bearings Pty Ltd ACN 069 543 371 of Cnr Barry Street and Holloway Drive, Bayswater, Victoria trading as Bearing Wholesalers (“we”, “us”) recognise that your personal information is important to you and that you are concerned with its collection, use and disclosure. We are bound by the Australian Privacy Principles as set out in the *Privacy Act 1988 (Cth)* which set clear standards regarding these activities.

Personal information includes any information or opinion about an identified, or reasonably identifiable, individual. The kinds of personal information we collect will vary depending on the particular circumstances and the types of products and services provided to you.

## **Dealing with us anonymously**

Generally, you can deal with us anonymously. In certain circumstances however, we will ask you to provide personal information because it is required by law to do so, or because it would be impracticable to deal with you anonymously.

## **How we use personal information**

We use personal information for a number of purposes connected with our business operations, which include:

- providing you with products and/or services requested;
- dealing with requests, enquiries, complaints, consumer guarantees;
- marketing our products and services and providing advice on our products;
- developing and improving our products and services;
- the operation and administration of accounts or subscriptions that you have with us;
- payment processing;
- carrying out certain checks if you wish to open an account or obtain credit from us;
- interacting with companies or organisations you work for or represent with whom we have a business relationship;

We may also use your personal information for other purposes related to those described above which would be reasonably expected by you.

Generally, you have no obligation to provide any personal information requested by us. However, if you choose not to do so where we require this information, we are unlikely to be able to provide you with the goods and services that you want.

## **Personal information we may collect**

We may collect or hold the following personal information about you:

- your name;
- your address;
- your date of birth;
- your telephone number(s);
- your e-mail address;
- payment information;
- transaction information;
- your user name and password;
- information contained on identification documents (such as driving licences) and where verification of identity is required, copies of identification documents;

- your Internet Protocol ("IP") address, server address, domain name and information on your browsing activity when visiting our website;
- personal preferences regarding products and services.

### **How we collect your personal information**

We collect personal information in a number of ways including:

- when you order goods or services from us in any way we accept;
- when you set up an account with us;
- when you purchase products from us;
- when you pay for goods by cheque;
- when you subscribe to our catalogues or mailing lists;
- when you browse our website;
- when you submit an enquiry using our website;
- we also hold information, collected incidentally, concerning individuals who work for companies or organisations that have a business relationship with us.

### **How we hold your Personal Information**

We hold personal information in a number of ways, including:

- as part of customer records and other electronic documents on which personal information is contained which are stored on servers operated by us and third parties who provide services to us in connection with our business; and
- by securely storing hard copy documents on which personal information is contained, at our various premises.
- documents (including hard copy documents and electronic documents such as emails) which coincidentally contain personal information will also be retained in accordance with our normal document retention practices for accounting, legal and business purposes.

### **How we disclose your information**

We do not disclose personal information to third parties unless we are permitted to do so by law or you have given us your consent to do so. Third parties we may disclose personal information to include:

- our advisers (including our accountants, auditors and lawyers);
- our service providers, including IT service providers, web-hosting organisations, delivery companies, external call centres and e-marketing providers, mail houses, recruitment firms, market researchers, billing and debt recovery providers and other companies who are responsible for parts of our product or service delivery;
- suppliers and manufacturers;
- payment system operators and financial institutions;
- if goods are returned to be repaired, the manufacturer of the goods and authorised repairer;
- government agencies;
- third parties if required by law or legal process; and
- to other third parties where you have specifically consented to the disclosure of information to these third parties.

We may occasionally disclose your personal information to organisations located overseas, for example where:

- we use service providers, cloud computing solutions or data storage based overseas;
- you have requested a product or service that involves an international element;
- we need to comply with foreign legal or regulatory requirements; or
- an international payment has been made.

We require overseas recipients of your information to use personal information only for the purpose provided and to implement strict confidentiality and data protection arrangements. Any offshore disclosures will be predominantly to entities located in the United States of America, Europe and the Asia Pacific region (including but not limited to China, Indonesia and New Zealand).

### **How we deal with your personal information if you apply for a job with us**

Any personal information you supply when applying for employment with us will be used only for the purpose of considering your application. It may be necessary for us to disclose some of that information to third parties to verify the accuracy of that information. In such circumstances, we will disclose only such information as is necessary in the circumstances.

In considering your application, we may also collect personal information about you from any third parties that you nominate as your referees in your application.

### **Security of your personal information**

We will take reasonable steps to ensure that the personal information that we hold is stored in a secure environment protected from misuse, interference and loss and any unauthorised access, modification or disclosure.

### **Accessing and correcting your information and questions**

You can request access to your information or that your information is corrected by contacting us at the address below.

If you have a question about our Privacy Policy or wish to make a complaint about the way we have collected, used, held or disclosed your personal information, please contact us at the address below. We may need to contact you for further details.

If you wish to make a formal complaint, please make your complaint in writing to our Privacy Officer. If we have not responded to you within a reasonable time, you are entitled under the Privacy Act to make a complaint to the Office of the Australian Information Commissioner.

### **Contact**

Privacy Officer  
Bayswater Bearings Pty Ltd  
PO Box 419  
BAYSWATER, VIC 3153