

EIV-PO-SA-014: PRIVACY POLICY

PROTECTING OUR CUSTOMERS PRIVACY

Electrical Inspections Victoria Pty Ltd (EIV) is committed to providing its customers with the highest level of service. This includes the protection of personal information.

Following is the information that the Privacy Act requires us to communicate to all our customers. We recommend that you keep this information for future reference.

Your Personal Information

Personal information held by EIV may include your name, trading name, current and previous addresses, licence number, type of work/industry and company size.

If you choose not to provide personal information, we may not be able to provide you with the services you require.

How we collect Personal Information

- EIV collects personal information in a number of ways, but mainly it is collected;
- Directly from you, when you provide information by phone or in documents such as credit application forms or customer profile forms.
- From sources of information publicly available or in the market place.

How we use Personal Information

- Your personal information may be used in order to;
- Provide the services you require
- Administer and manage the supply and delivery of those services, including charging, billing and collecting debts.
- Inform you of ways the services provided to you might be improved.
- Conduct appropriate checks for credit worthiness.
- Research and develop our ability to improve the supply and delivery of services.
- Gain an understanding of your needs in order for us to provide you with better service.
- Generally improve the conduct of our business.

When we disclose your Personal Information

For the purposes set out above, EIV may disclose your personal information to organisations outside EIV. The organisations to which we may disclose information may include;

- Your authorised representatives.
- Credit reporting agencies
- Credit providers for credit related purposes such as credit worthiness, credit rating, credit provision and financing.
- Our professional advisors, including our accountants, solicitors and auditors.
- Government and regulatory authorities, courts of law and other organisations as required or authorised by law.
- Organisations involved in the sale or transfer of all or part of our business or assets including accounts and trade receivables.
- Organisations involved in the distribution or mailing of our promotional information.

Help us to ensure we hold accurate information

EIV takes all reasonable precautions to ensure that the personal information we collect, use and disclose is accurate, complete and up to date. However, the accuracy of that information depends to a large extent on the information you provide. This is why we recommend that you;

- Let us know if there are any errors in your personal information.
- Keep us up to date with changes to your personal information such as your name, address, telephone/fax numbers and email address.

You can access your personal information

You have the right to access your personal information, subject to some exceptions allowed by law. If you would like to do so, please let us know. You may be required to put your request in writing for security reasons. EIV reserves the right to charge a fee for searching for and providing access to your information.

How to contact us

If you have any questions in relation to privacy, please contact us on 03 9739 4216 or alternatively you can write to us at PO Box 430 KILSYTH 3137.

This policy and associated procedures will be reviewed in consultation with relevant parties and on the occasion of any changes or amendments to the relevant legislation and/or every twelve (12) calendar months from the date promulgated.

**Electrical Inspections Victoria
Directors**

Stuart McIntosh Date: June 2013

Andrew Brand

Date: June 2013

Signed: 

Signed: 