


## Introduction

 Sydney understands that you value your privacy and wish to have your personal information kept secure. We are bound by the Privacy Act 1988 and must comply with the National Privacy Principles. If you want any further information about the Privacy Act and the National Privacy Principles, you can visit the Federal Privacy Commissioner's website at [www.privacy.gov.au](http://www.privacy.gov.au).


In order to comply with the Act and to ensure that you are fully informed, we have developed this statement to inform you about how we collect, use, disclose, and secure the personal information we collect via our website, competition entry forms and any other data collection procedures that we may use from time-to-time and our policies dealing with the management of personal information.

If on reading this statement you are unclear on any of the matters or you wish to know how we deal with other personal information we hold, or you simply want more information, please do not hesitate to contact us on the telephone number or address provided below.

## Collecting Personal Information

When you visit our website, you need not reveal any personal information.

Information that we may collect when you visit our website includes the following:

- If you decide to contact  via the website and where you opt to subscribe to a newsletter, we may request your name and email address;
- When subscribing to a newsletter the only essential information you need to provide is your name and email address.
- When you visit our website, our Internet Service Provider will record and collect the following information:
  - the date and time of your visit
  - the Internet address you are using
  - the pages you accessed
  - the type of Web browser you are using
  - the website that referred you to us

This information is used for statistical and website development purposes only.

## **Cookies**

Our website also contains cookies. A cookie is a small message, similar in effect to a bookmark, given to your web browser by our website.

Cookies on our website are not used to store personal information; they are only used to assist you in navigating the website when you return. If you do not wish to receive cookies, you may be able to change the settings of your web browser to refuse cookies or to notify you of each cookie being sent to your computer.

## **Purposes of Collection**

The information we collect will be used to provide the service you request.

We will not sell, rent or trade any of your personal information to any person.

We will not disclose information about you unless the disclosure:

- is required by law
- is authorised by law, or
- you have consented to our disclosing the information about you.

## **Personal Information Quality**

We aim to ensure that your personal information is accurate, complete and up-to-date. To assist us in this respect, you need to provide true, accurate, current and complete information about yourself.

If you believe that any information is inaccurate or incomplete, please contact us and we will use all reasonable effort to correct the information.

## **Securing Your Personal Information**

We are committed to maintaining the security and confidentiality of the data you provide us and we will take all reasonable precautions to protect your personal information from misuse or alteration.

## **Accessing Your Personal Information**

You can ask us to provide you with access to all personal information that we hold about you. If we are able to, we will give you that access. In some cases, we may charge you a fee associated with the cost of retrieving your information but in no cases will we charge you a fee for applying for access.

If we refuse your request for access, we will give you the reason for that refusal.

We are not required to provide access where:

- the information relates to existing or anticipated legal proceedings between ourselves and an individual, and the information would not be accessible by the process of discovery in those proceedings
- where denying access is required or authorised by law, or
- providing access would be unlawful

## **Changes to this Statement**

This Privacy Statement is not a static document; we may make changes to this Privacy Statement from time to time for any reason. We will publish these changes on our website.

## **Contacting Us**

If you would like further information regarding this privacy statement or if you think we have breached any aspect of this privacy statement, please contact our Marketing department as follows:

**Tel:** 1- 3000 HANDSON **Email:** [info@handsonsydney.com.au](mailto:info@handsonsydney.com.au)

### **Post:**

Marketing Department  
"hands on..." Sydney  
Ground Level, 15 Young Street

Circular Quay, NSW, 2000  
AUSTRALIA

### **Personal Information Collection**

We do not automatically collect any personal information from our site visitors. There are web forms on our site which do collect personal information. Should you voluntarily complete one or more of these forms, then we will collect and store any personal information that you submit.

### **Use of Personal Information**

All personal information that we collect is used to conduct our internal business operations. We do not share your name, email address, postal address, or telephone number with any third party.

We specifically do not share any of your personal information with any other company for marketing purposes.

### **Age Appropriate Material**

This site does not contain any content that is not suitable for viewing by minors. However, the company will not knowingly solicit any personal information from any person under the age of 18, or the age of legal consent in the viewer's jurisdiction, whichever is higher.

### **SPAM Policy**

If you are wishing to unsubscribe please email us at: [info@handsonsydney.com.au](mailto:info@handsonsydney.com.au)

Please note that if you joined multiple mailing lists or newsletters of ours, then you may have to unsubscribe to each one individually.

Or send us a FAX at: 02 9 251 9775

Or write to us at:

The website manager

"hands on..." Ground Floor

15 Young St, Sydney, 2000, NSW, Australia

Please be sure to include your full name as well as any email addresses that we are using to communicate with you. We will remove you from all of our lists.

