



PRIVACY POLICY

Introduction

This Privacy Statement applies to all the business activities of Mailcare Systems Pty Ltd (ABN 31 007 078 926) and to the Mailcare.com.au website to the extent that they affect or involve the collection, use, disclosure or handling of personal information. (All further reference to Mailcare Systems Pty Ltd or Mailcare.com.au will simply be denoted by the term “Mailcare”).

Mailcare understands the importance to its clients and to their customers of the discreet and confidential handling of their personal information. It is Mailcare's policy to comply with the requirements of the Privacy Act 1988 and the National Privacy Principles contained in that Act in all activities of Mailcare involving the collection, use, disclosure and handling of personal information.

In this Privacy Statement, personal information means information or an opinion (including information or an opinion forming part of a database), whether true or not, and whether recorded in a material form or not, about an individual whose identity is apparent, or can reasonably be ascertained, from the information or opinion (source: Privacy Act 1988).

Collection

Whether for Mailcare or its clients, Mailcare will collect personal information by lawful and fair means and not in an unreasonably intrusive way.

Where practicable, Mailcare will make known the purpose for which it is collecting personal information and will collect personal information concerning an individual only from that individual.

Use and Disclosure

Mailcare will not use personal information concerning an individual for a purpose other than the primary purpose for which it was collected, unless Mailcare or its client has obtained the consent of the individual to the use of that information for a secondary use, such as direct marketing.

If it is not practicable to obtain the individual's consent and the individual has made known to Mailcare or Mailcare's client the individual's desire not to receive any further direct marketing communications, Mailcare will cease any direct marketing communications to the individual.

Personal information collected and/or stored for one client is never used for or disclosed to another client or to any other third party.

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Data Security

Mailcare has an ongoing commitment to the security of the data it holds both for Mailcare itself or Mailcare's clients. This is achieved by monitoring the trends in data security and applying these improved methods to our systems. In particular all databases maintained by Mailcare are protected by secure network links, which are complemented by firewalls, hardware and software encryption, password protection, virus protection and internal quality procedures. Additionally, all Mailcare staff are required to sign confidentiality agreements that extend to client information.

Openness

On request by individuals, Mailcare will make known to those individuals the types of personal information it holds, the purpose for which it is held and how Mailcare collects, holds and uses that information.

Access and Correction

On request by an individual, but subject to the exceptions prescribed by the National Privacy Principles, either Mailcare or its client for whom the information is held will provide the individual with access to their personal information and will allow that individual a reasonable opportunity to correct any inaccuracies or out-of-date information.

A request for access to the personal information held by Mailcare concerning an individual can be made by that individual to Mailcare's Privacy Committee on the numbers or address mentioned below or if so specified, to Mailcare's client. A fee may apply.

Identifiers

Mailcare will not use tax file numbers or other government-issued identifiers, other than the ABN, to identify a record of personal information relating to an individual.

Anonymity

Where practicable, Mailcare will maintain the anonymity of an individual in a database of personal information unless the identity of the individual is necessary to perform a lawful activity.

Transborder data flows

Mailcare will not transfer personal information relating to an individual outside Australia unless the individual has consented to such a transfer or Mailcare has satisfied itself that the recipient of the personal information will uphold principles for the handling of personal information that are similar to the National Privacy Principles.

Sensitive and Health Information

Mailcare will apply particularly stringent procedures to its collection, use, disclosure and handling of any personal information that includes sensitive information (e.g., information concerning race, religion, political affiliations) or health information (e.g., information concerning an individual's medical condition).

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Mailcare's Clients

As a reputable leader in the Mailing Industry, Mailcare will be engaged by its clients to perform various services that might involve the handling of personal information. Mailcare will seek from its client's assurances that all such personal information has been collected lawfully and in compliance with the National Privacy Principles and that all required consents have been obtained for the intended use of that personal information.

Subcontractors

Mailcare requires strict compliance with the National Privacy Principles by all of its subcontractors.

Contacting Mailcare

Any questions or comments concerning Mailcare's privacy policies and practices, any requests for access to an individual's personal information held by Mailcare and any general privacy inquiries can be addressed to:

Contact: Privacy Officer

Address: Mailcare Systems Pty Ltd
PO Box 1600
Moorabbin VIC 3189

Phone: (03) 9553 5533

Fax: (03) 9553 5566

E-mail: privacy@Mailcare.com.au

This Privacy Statement was last updated on 30 June 2010