

# Privacy Policy

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## Privacy Policy

This is the privacy policy of Countrytell Management Pty Ltd (Countrytell), which outlines our commitment to you in respect of the collection and use of personal information.

### What kind of personal information does Countrytell collect and hold?

In order for Countrytell to provide services to you, we will need to collect from you, and hold, some personal information about you. That information may include:

- Your Name
- Your Address
- Your Date of Birth
- Your Telephone Numbers Including Your Mobile Number
- Email Address/es
- Bank Account or Credit Card Details
- Password Details for Accessing Countrytell Services

You may also choose to provide similar details of your authorised representative such as another family member. You must ensure that you have obtained the consent of such persons prior to us collecting and holding their personal information.

If you are unwilling to provide us with some details, we may not be able to supply you with a service that you wish to acquire.

### How does Countrytell use personal information?

- For customers and client, we use your personal information for:
  - Providing you with the service you have requested (eg, to fill an order, organise an appointment, send an invoice etc)
  - Sending you newsletters or marketing communications
  - Conducting research and analysis
  - Credit assessment
- For people who are not customers, we use your personal information for:
  - marketing communications such as emails or a phone call

We analyse non-identifiable website traffic data to improve our services.

### Information Sharing

We may need to share your personal information with third parties that we have contracted to assist in supply or improvement of services, such as to fix a technical fault in a remote location, to help track your hardware delivery, or for a customer research project. Other than these instances, we do not give information about you to anyone else unless:

- you have consented
- you'd expect us to or we have told you we will
- it is required or authorised by law
- it will prevent or lessen a serious and imminent threat to somebody's life or health or
- the disclosure is reasonably necessary for law enforcement or for the protection of public

We do not share information to any overseas location.

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## Information Security

We follow industry standards to protect information submitted by you to us both while in transit and once we receive it. Your information is stored in our; service, billing and customer management systems, access is limited to our staff that receive training in privacy requirements and have a need to access this information in order to provide the services to you.

No method of transmission over the internet, or method of electronic storage, is 100% secure and we cannot guarantee absolute security. If you have any questions about security on information, please contact us at [support@countrytell.com.au](mailto:support@countrytell.com.au)

## Your Choices

If you use our online portal, you will be able to view and modify your personal information. You may also access personal information that we hold about you or you can ask us to correct personal information we hold about you by phoning Countrytell on 13 8355. You may choose to stop receiving our newsletter or marketing emails by following the unsubscribe instructions included in these emails.

## Other Important Information

Our company is bound by the Information Privacy Principles of the Privacy Act 1988. This policy was last updated in: August 2019

## Contact Us:

You can contact Countrytell Customer Service for privacy enquire via 02 9191 4600 or 13 8355 or emailing [support@countrytell.com.au](mailto:support@countrytell.com.au) or via our website.