

## BASCO WHOLESALE PTY LTD PRIVACY POLICY

---

The website you are using is provided by Basco Wholesale Pty Ltd (ACN 637 093 237) (“Basco”). We recognise the importance of respecting and protecting the privacy of our customers, business partners, investors and staff.

All personal information collected and otherwise dealt with by Us, is subject to the Australian Privacy Principles (“APP”) contained in Schedule 1 of the *Privacy Act 1988* (Cth) as amended (“Privacy Act”).

### SCOPE

This Policy applies to the collection, holding and use of personal information provided about individuals to Us through the use of the website, [www.bascowholesale.com.au](http://www.bascowholesale.com.au) (“the website”) and any services offered or provided by Us (“services”).

In this Policy, “personal information” has the same meaning as defined by section 6 of the Privacy Act and is defined as information that can identify you in some way.

### OUR COMMITMENT TO OPEN AND TRANSPARENT MANAGEMENT OF YOUR PERSONAL INFORMATION

We are committed to the open and transparent management of your personal information in line with our obligations under the privacy laws and to you as our valued customers.

To offer the goods and services we provide in our business, we will need to collect personal information.

This policy sets out how we collect and use personal information.

We will only collect information in accordance with the law, the Australian Privacy Principles and through fair means. The 13 Australian Privacy Principles can be found at <http://www.oaic.gov.au/privacy/-primary-resources/privacy-fact-sheets/other/privacy-fact-sheet-17-australian-privacy-principles>

### ACKNOWLEDGEMENT

By continuing to use the services you acknowledge that you have had the opportunity to read the Policy and acknowledge and consent to Us collecting, holding, and disclosing personal information supplied by you through your use of the website and retaining and/or using personal information provided by you subject to the terms of this Policy, the website, the Terms of Use, the Terms and Conditions of sale and any other applicable contracts.

### PURPOSE

The purpose of this Policy is to:

- clearly communicate Our personal information handling practices;
- enhance the transparency of Our information collection processes; and
- give individuals a better and more complete understanding of the sort of personal information that We hold, and the way We handle that information.

## COLLECTION

1. We only collect personal information with your consent, and which is necessary for our business.
2. We collect this information so we can deliver our goods and services to you, carry on our business and provide you with anything else you might require.
3. When you visit our website we may automatically collect information about: your computer's operating system; Internet Protocol (IP) Address and geolocation; and web page usage statistics, including the time spent on each web page.
4. We may record phone calls for customer service training purposes.
5. We will not identify users or their browsing activities except where we are compelled to by law or in accordance with our website Terms and Conditions.
6. We store this information on secure cloud servers. These servers are protected by best practice cloud security measures which are in place to protect your personal information from being lost, unauthorised access, unauthorised use, modification, disclosure or any other misuse.

## USE OF YOUR PERSONAL INFORMATION

1. We use your personal information for the purpose of carrying on our business and any other related activities that you may expect from us, or for a related secondary purpose where you would reasonably expect us to use the information or where permitted by law.
2. We will only use your personal information in accordance with Australian Privacy Principle 6.

## DISCLOSURE OF YOUR PERSONAL INFORMATION

1. We will only disclose your information in accordance with Australian Privacy Principle 6.
2. If we do disclose your personal information it will only be for the primary purpose for which it was collected or for a related secondary purpose for which you would reasonably expect us to disclose the information, or as authorised by you or as required by law.

## DIRECT MARKETING AND SPAM

We will only use your information for direct marketing (advertising, special offers, updates etc) if you have given express or implied consent to receive it, in accordance with the Australian Privacy Principle 7 and the Spam Act 2003 (Cth).

We will always make it clear and simple to opt out of these communications and will respond to an opt out request within 5 business days, or if you are having difficulty opting out please email [sales@bascowholesale.com.au](mailto:sales@bascowholesale.com.au) and we will assist you.

## OFFSHORE DISCLOSURE

1. As part of our business, disclosure of your personal information may be made offshore, for example for the purpose of storing and processing our data, then the offshore disclosure will be made in accordance with the Australian Privacy Principle, particularly Australian Privacy Principle 1 and 8.

## YOUR RIGHTS TO CORRECT OR COMPLAIN

1. We are only allowed to, and only want to, keep your personal information if it is correct.
2. At any time you can contact us and seek access to or correction of the personal information we hold about you.
3. We are contactable by email at [sales@bascowholesale.com.au](mailto:sales@bascowholesale.com.au) or by mail at 23 Koornang Road, Scoresby, Vic 3179.
4. If you wish to complain about a breach of your rights under the Privacy Act 1988(Cth) please contact us on the email and postal address above providing details of your complaint in writing.
5. We will respond to any complaint within 30 days. If you aren't happy with our response you can complain directly to the Office of the Australian Information Commissioner.

## CORRECTION

Pursuant to APP 13, in the event We hold personal information about you and:

1. We are satisfied that the information is inaccurate, out of date, incomplete, irrelevant or misleading; or
2. You request the information be corrected;

We will take reasonable steps to correct the information to ensure that it is accurate, up to date, relevant and not misleading.

If your personal details need to be corrected please make a written request to our sales or accounts team for correction (refer to "Contact" below).

We will respond to a request for correction of personal information within a reasonable period after the request is made.

## STORAGE AND SECURITY

We store your personal information physically and/or electronically and has processes in place to endeavour to ensure the security of your personal information. We will take all reasonable steps to ensure your personal information is protected from misuse, interference, loss and unauthorised access, modification or disclosure.

If your personal information is no longer needed, We will endeavour to take all reasonable steps to destroy and permanently de-identify the personal information.

## EXTERNAL WEBSITES

Please note the website contains links to other external websites. We are not affiliated with these sites and accordingly has no control over – and is not responsible for – their content, privacy practice or other policies.

## GENERAL

Please note that We reserve our right to amend, remove or vary this Policy without notice. You should check this page regularly to take notice of any changes We may have made to this Policy. We may notify you of changes to this Policy via the website.

## CONTACT

Your privacy is very important to us. For that reason, if you have any questions or concerns about how We safeguard your privacy, or if you wish to access or amend personal information We hold about you, please make a request in writing.

All correspondence should be directed to:

23 Koornang Road

Scoresby Victoria 3179

OR

By phone: 1300 422 726

OR

[sales@bascowholesale.com.au](mailto:sales@bascowholesale.com.au)

## COMPLAINTS

If We do not agree to provide access to personal information or to amend or annotate the information it holds about an individual, the individual can:

- Escalate their enquiry to US to a formal complaint in writing or by email address to Financial Controller (refer to “Contact” above), or
- Pursue the matter further with the Office of the Australian Information Commissioner (OAIC).

Any complaint received by Us will be considered by Us in due course, and a response provided to the complainant within a reasonable period.

If an individual has a complaint about any practice, procedure or action taken in regard to their personal information, they may apply to the OAIC to investigate the complaint. The OAIC may be contacted at:

Online: <http://www.oaic.gov.au/about-us/contact-us-page>

By Phone: 1300 363 992 (Aus) or + 61 2 9284 9749 (International).

By Email: [enquiries@oaic.gov.au](mailto:enquiries@oaic.gov.au)

By Fax: +61 2 9284 9666

By Post: GPO Box 5218 Sydney NSW 2001