

Respecting your Privacy and the Law

The privacy of your personal information is important to Dynapumps. We are committed to respecting your right to privacy and protecting your personal information. We are bound by the National Privacy Principles in the Privacy Act 1988 (Commonwealth) and any relevant Health Privacy Principles under State legislation, as well as other applicable laws and codes affecting your personal information. Our staff are trained to respect your privacy in accordance with our standards, policies and procedures.

About this Privacy Policy

This Privacy Policy outlines how we manage your personal information. It also describes generally the sorts of personal information held and for what purposes and how that information is collected, held, used and disclosed. Our Privacy Policy applies to all your dealings with us.

Collecting your personal information

If you are acquiring or have acquired a product or service from Dynapumps we will collect and hold your personal information for the purpose of providing you with the relevant product or service.

We may also collect your personal information for the purpose of letting you know about new products or services in which you may be interested.

The information collected may include your name, postal or email address, financial details, or any other information that may be considered necessary.

Using and disclosing your personal information

In line with modern business practices we may disclose your personal information to the organisations described below. Where your personal information is disclosed we will seek to ensure that the information is held, used or disclosed consistently with the National Privacy Principles, any Health Privacy Principles under State legislation and any other privacy laws and codes.

The relevant organisations are those

- Involved in providing, managing or administering your product or service such as third party suppliers, printers or delivery service providers.
- Which are your representatives including your legal advisors.
- As required by law, for example, to government or regulatory bodies for purposes related to public health or safety, the prevention or detection of unlawful activities or to protect public revenue.
- Where you have given your consent (e.g. Contacting credit referees for the purpose of opening a trading account with Dynapumps).

Marketing our products and services

We may use or disclose your personal information to let you know about and develop products and services that might better serve your needs, or promotions or other opportunities in which you may be interested. For example we may do this after an initial marketing contact. You can contact us at any time if you no longer wish us to contact you. (see "**Contacting us**" below)

Keeping your personal information up to date

We aim to make sure that the personal information we collect, use or disclose is accurate, complete and up to date. We will take reasonable steps to make sure this is the case. This way we can provide you with better service. If you believe your personal information is not accurate, complete or up to date, please contact us. (see “**Contacting us**” below)

Protecting your personal information

We store information in different ways including paper and electronic forms. The security of your personal information is important to us and we take reasonable steps to protect it from misuse, loss, unauthorised access, modification or disclosure.

Some of the ways we do this are:

- Confidentiality requirements from our employees
- Document storage security policies
- Security measures for system access
- Providing a discreet environment for confidential discussions

Using Government Identifiers

Although in certain circumstances we are required to collect government identifiers such as your tax file number or ABN number, we do not use or disclose this information other than when required or authorised by law or unless you have voluntarily consented to disclose this information to any third party.

Resolving your privacy issues

If you have any issues you wish to raise with Dynapumps, or would like to discuss any issues about our Privacy Policy then you are always welcome to speak directly to our staff and they will do their best to resolve your issue

Contacting us

For more information about our Privacy Policy please call:

Dynapumps 1300 788 579 (local call cost Australia wide)



Jim Ellery
General Manager
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