

1. 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 Privacy Act 1988 (Cth) including the 13 Australian Privacy Principles (APPs) 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.

2. About this Privacy Policy

This Privacy Policy outlines how we manage your personal information. It also describes 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 is available on our website.

3. Collecting your personal information

We only collect information that is reasonably necessary for one or more of Dynapumps functions or activities and is consented by you. We collect information via application for credit forms of your personal or business data for the purpose of establishing credit accounts for you and/or letting you know about new products or services in which you may be interested.

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

The information collected can include your name, contact details, business name, postal or email address, financial details, qualifications, memberships and other accreditations or any other information that may be considered necessary.

Dynapumps also collects certain information that is not directly and specifically provided by third parties, such as an IP address, browsing pattern on the site, click stream, and the status of cookies placed on a computer. We also collect information from you when you submit an enquiry, subscribe to a newsletter, respond to a survey, fill out a form or enter information on our site. We do not collect any personal information other than information reasonably necessary for, or directly relating to, the primary purpose for which Dynapumps has been engaged or may be engaged, or its other functions and activities.

Also, our website uses cookies to identify site users and their interests and to track usage of the site. Cookies are small pieces of text stored on a computer that help us to know which browser the operator is using, where they have been on the site and any web sites to which they may link in order to use some of our features. They are also used to track advertising and to help us understand your preferences based on previous or current site activity, which enables us to provide you with improved services. We may also use trusted third party services that track this information on our behalf

We also log IP addresses, or the location of computers on the internet to help diagnose problems with our server and to administer the site. If the user prefers not to accept a cookie, they can set their web browser to warn them before accepting any cookies. Alternatively they can refuse all cookies by turning them off in their web browser.

Dynapumps also collects information relating to employees and contractors that are employed by Dynapumps and are necessary to fulfil our requirements within the limits of our legal and ethical responsibilities. Such data is readily available to view if requested.

4. Google and other Search Engines

Dynapumps use Google's services as part of our website marketing. Google's advertising requirements can be summed up by [Google's Advertising Principles](#). **They are put in place to provide a positive experience for users.**

We along with third-party vendors, such as Google use first-party cookies (such as the Google Analytics cookies) and third-party cookies or other third-party identifiers work together to compile data regarding user interactions with advertisement impressions, and other service functions as they relate to our website.

Users can set preferences for how Google advertises to you using the Google Ad Settings page. Alternatively, you can opt out by visiting the Network Advertising initiative opt out page or permanently using the Google Analytics "Opt Out" browser add on.

5. 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 Australian 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 website service providers, 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).
- For staff in relation to taxation matters, superannuation or banking details

Occasionally, at our discretion, we may include or offer third party products or services on our website. These third party sites have separate and independent privacy policies. We therefore have no responsibility or liability for the content and activities of these linked sites. Nonetheless, we seek to protect the integrity of our site and welcome any feedback about these sites.

We may also release your information when we believe release is appropriate to comply with the law, enforce our site policies, or protect ours or others' rights, property, or safety."

Dynapumps does not disclose your personal or business details to any third parties other than those entities related to the Dynapumps group and trading as Dynapumps. We do not disclose personal or business information to any overseas companies, or internet based companies or data bases either in Australia or overseas. *This does not include website hosting partners and other parties who assist us in operating our website, conducting our business, or servicing you, so long as those parties agree to keep this information confidential.*

6. Access to personal information

Under the Australian Privacy Principles, a person has the right to request access to any personal information that we may hold about them and to advise us if the information should be corrected. The Australian Privacy Principles set out the circumstances when we can refuse those requests. If we do refuse a request, we will provide the person with a written notice that sets out the reasons (unless it would be unreasonable to provide them).

Subject to our right to refuse access, Dynapumps will provide the person with a report that lists any personal information that we may hold.

Our policy is to provide written acknowledgement of our receipt of any request for access to personal information or a request for correction of personal information within 7 days of the request being received. We will then provide a written response within 30 days of our receipt of the request.

In the event that an individual would prefer to submit a privacy request using a pseudonym or otherwise keep their identity secret, Dynapumps will do its best to support that request if it is feasible to do so under the circumstances.

7. 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)

8. 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)

9. 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. This includes limited access to the records by authorised staff and security strategies. We need to maintain documents for a significant period however when no longer needed they are shredded by an authorised document management firm. All documents are maintained within Dynapumps Australian premises and not stored offsite.

Some of the ways we do this are:

- Confidentiality requirements from our employees or customers;
- Document storage or disposal security policies;
- Security measures for system access;
- Providing a discreet environment for confidential discussions;
- *Our website is scanned on a regular basis for malware, security holes and known vulnerabilities;*
- *All sensitive/credit information you supply is encrypted via Secure Socket Layer (SSL) technology; and*
- *All transactions are processed through a gateway provider and are not stored or processed on our servers.*

10. Non-Disclosure Agreements

From time to time Dynapumps will sign our client’s Non-Disclosure Agreement, Secrecy Agreement or Confidentiality Deeds and these are maintained securely within our IT system and all staff are advised of their existence and purpose.

11. Using Government Identifiers

Although in certain circumstances we are required to collect government identifiers such as your tax file number, ACN 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.

12. Resolving your privacy issues

Should there be any change to our privacy policy, users will be notified via our privacy policy page in our website

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 directly contact our State Manager and they will respond to you within seven (7) days and will do their best to resolve your issue. If you have lodged a complaint against Dynapumps and are not satisfied with the response then you may contact the Australian Information Commissioner at their website <http://www.oaic.gov.au/>

13. Contacting us

Information about our Privacy Policy is available on our website www.dynapumps.com.au or call: **Dynapumps 1300 788 579 (local call cost Australia wide)**



Charlie Iannantuoni
General Manager
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