

# **Privacy Policy**

Kahala Pacific Pty Ltd trading as Phoenix Surgical Supplies (ABN 37 149 062 617) acknowledges and respects the privacy of individuals. This policy sets out the way in which we will use and manage your personal information that is collected by us. "Us" means Kahala Pacific Pty Ltd.

Unless stated by you to the contrary, you acknowledge and consent to the use or disclosure of your personal/business information including your name, company name, address, email address and other information you provide to us, in circumstances that are set out in the privacy policy; clearly explained to you at the time when the information is collected from you; or permitted under the Australian privacy legislation. We may update this policy on a regular basis, so you should check each time you visit our website.

## **Application of Privacy Laws**

We are bound by the National Privacy Principles under the Privacy Act 1988 (Cth) and other laws which protect your privacy. We sometimes handle personal information relying on exemptions under these laws, for example in relation to employee records. Any permitted handling of personal information under such exemptions will take priority over this Privacy Policy to the extent of any inconsistency.

## **Collection of Information**

We will collect personal information from you when you knowingly provide it to us. For example, when you register on our website, make an enquiry, enter a competition, or reward program. We will request personal information from you such as your name, address, e-mail address, contact phone number and other details.

## **Use of Your Information**

The personal information that we collect from you may be used for reasonable business purposes in that we may database, store and process the information to provide you with the service you have requested, and to enable us to develop and customise our services to better meet your needs and preferences.

Your information may also be used for the following purposes:

- promotional and marketing purposes permitted by law, unless otherwise advised by you;
- statistical purposes, including general analysis of sales data;
- any other customer support purposes.

For any of the above, we may contact you by electronic or other means.

You can choose not to provide certain personal information, but then you may be precluded from taking advantage of some of our services.

### **Disclosure to Third Parties**

We will disclose your information to selected third parties who carry out functions on our behalf. For example, we may engage third parties to assist in delivery of products, sending out our own mailings/emails, entering information into a database, processing credit card payments etc, collection of fees or conducting our promotional offers. These third parties will have access to your personal information to the extent needed to perform their functions.

Your information may also be disclosed to our related bodies corporate and to other third parties if we are required or authorised by law to disclose the information.

### **Access, Accuracy and Security**

We will take reasonable steps to ensure that the personal information we collect is accurate, complete and up-to-date.

You can request to access or correct any personal information concerning you at any time. Any such requests should be made directly by contacting us at the details set out below.

If you do not wish to receive any marketing materials from us, you can contact us and ask that you be removed from our mailing list.

We will take reasonable steps to protect personal information from misuse, loss and unauthorised access, modification or disclosure. However, no data transmission over the Internet can be guaranteed to be 100% secure. Accordingly, we cannot ensure or warrant the security of any information sent to or from us online, including via email.

If we issue you with a password that permits you to access certain parts of our website, you must protect the security of your password and ensure that it is not easy for others to guess. You are solely responsible for any use of our website through such access, whether authorised or not.

### **Click Stream Data**

Each time you visit our website our server collects some anonymous information, known as click-stream data, including the type of browser and system you are using; the address of the site you have come from and move to after your visit; the date and time

of your visit; and your server's IP address.

We may collect this information for statistical purposes to find out how our website is used and navigated, including the number of hits, the frequency and duration of visits, most popular session times. We may use this information to evaluate and improve our web site performance.

## **Cookies**

A Cookie is a piece of information that our web server may send to your machine when you visit our website. The Cookie is stored on your machine, but does not identify you or give us any information about your computer.

A Cookie helps us to recognise you when you re-visit our website and to co-ordinate your access to different pages on the website. With most Internet Browsers, you can erase Cookies from your computer hard drive, block all Cookies, or receive a warning before a Cookie is stored. If you want to do this, refer to your Browser instructions or help screen to learn more.

## **Contact Us**

Please contact us if you wish to discuss any privacy issues, or if you do not wish to receive any future marketing / promotional communications from us at the details below:

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