

RENT A FENCE PTY LTD

PRIVACY POLICY

We at Rent a Fence are committed to protecting the privacy of the personal information that we collect from our customers and prospective customers. We are bound by the terms of the Privacy Act 1988 Cth as amended including the Australian Privacy Principles. Our Privacy Policy may need to be updated from time to time.

This Policy details what information we collect, why we collect it, how we use, store and disclose the information, how you can gain access to your information and the complaints process that you can pursue if you are dissatisfied with the outcome.

WHAT TYPE OF INFORMATION WE COLLECT AND HOW WE COLLECT IT

We collect your personal information from various sources including, but not limited to, personal conversations we have with you by phone, email or in person; details we request in our credit application forms, hire agreements, contracts or other written documentation; or details from your web browsing activity.

Providing this personal information is optional so, as an individual, you are not obliged to identify yourself or may opt to use a pseudonym. If you choose to use a pseudonym or not identify yourself, we will only be able to provide you with some information about our products and will be unable to assist you further in respect of any application you may make for credit or a hire agreement.

If you make an application for credit, we may collect personal information from a credit reporting agency, your nominated trade referees or from searches we may conduct including but not limited to business or company searches. We will ask you for your full name, your address, your date of birth, your mobile telephone number, your telephone number, your email address, your bank account details and your driver's license details. In addition, if you are a business or company, we shall also request the name of your business entity, your ABN/ACN number, the full names and personal addresses of your directors, your business addresses, the address of your registered office, your website details and details as to how many employees you have. If you are trading as a trust, we will also ask for the name of the appointed trustee and details regarding the trust deed.

When you complete a hire agreement we also request your credit card details for the purpose of obtaining payment for the hire of our goods.

If you ask for a quote or seek information from our website we will ask you for your company name, contact name, contact telephone number and email address. We will also ask for details pertaining to the potential job. We may also check your browsing activity with the use of "cookies" which provide us with general statistical information about the use of our web site.

We will not endeavour to collect any sensitive information from you about your ethnic origins, race, political beliefs or affiliations, union memberships, religious beliefs, sexual preferences, health, genetics or criminal history.

OUR USE OF YOUR PERSONAL INFORMATION

We need this personal information for business purposes only. These purposes are the primary purposes and include:

1. Obtaining statistical information for marketing;
2. Direct marketing to increase productivity, determine ways to improve our business and provide you with knowledge of our products;
3. Obtaining credit history details for our prospective customers;
4. Setting up an account with you;
5. Administrative purposes;
6. Administering our customer relations with you;
7. Providing you with products, services and information as requested; and
8. Use for any other purposes permitted under any agreement with you.

Upon seeking personal information from you (or other entities with your consent), we assume that we have your implied consent to use that information for our primary purposes only including direct marketing.

DISCLOSING YOUR PERSONAL INFORMATION

Any personal information that we obtain from you or aforementioned parties may be used by any member of Rent a Fence including our associated entities for the purpose of our business dealings with you only. The information will not be used or disclosed to anyone for any other secondary purpose without your consent.

The information we receive from you will remain strictly confidential and will not be disclosed to any other party outside Rent a Fence unless:

1. We have, or genuinely believe that we have, received your consent;
2. You have breached an agreement with us and we need to locate you to recover products and/or payments owing to us so we may need to provide some relevant personal information to private investigation firms, law firms, credit reference agencies, debt collection agencies and any other statutory bodies who may assist for these purposes;
3. We outsource certain functions to contractors, suppliers or external service providers and they require information (but we will endeavour to ensure that they comply with the Australian Privacy Principles);
4. We have been requested by a third party (e.g. a government agency or credit reference bureau) to disclose such information as authorised by law pursuant to a court order or otherwise; or
5. It is expressly authorised in the Privacy Act 1988 (Cth) as amended.

DISCLOSING YOUR PERSONAL INFORMATION TO OVERSEAS RECIPIENTS

Your personal information is unlikely to be disclosed to overseas recipients. We would only disclose it to overseas recipients in the course of this business with your consent, it is for you or your associates with your consent, we reasonably believe that the privacy laws in that country are similar or we have taken reasonable steps to ensure that the recipient will not hold, use or disclose the information in any manner that is inconsistent with the Australian Privacy Principles.

SECURING YOUR PERSONAL INFORMATION

We hold your personal information in various forms. All hard copies and electronic records are held in a secure manner and we take reasonable care to ensure that your personal information is protected from unauthorised access, modification or disclosure and from misuse, interference and loss. Staff will only have access to your personal information if it is

necessary to perform their duties. Electronic security systems protect your personal information transmitted through our website.

We retain information for a minimum of seven (7) years to meet legal and taxation requirements. After that period, if the personal information is no longer required, it may be destroyed or the information de-identified.

OPTING OUT

If you choose to **opt out** of receiving any materials pertaining to direct marketing, please notify us immediately by emailing us at privacypolicy@rentafence.com.au . We will ensure that you are removed from our mailing list.

ACCESS TO YOUR PERSONAL INFORMATION

You may request access to your personal information at any time by sending a written request to Privacy Officer at PO Box 717, Browns Plains, Qld 4118 or an email to privacypolicy@rentafence.com.au . Once we have confirmed your identity, we will endeavour to provide that access within a reasonable period. There may be a minimal charge for responding to that request. If we refuse to give access because of a reasonable belief that giving access would breach the Privacy Act 1988 (Cth), we will give you written reasons for the refusal.

MAKING COMPLAINTS

If you wish to make a complaint about the way we handle your personal information you may lodge your complaint in writing with the Company's Privacy Officer at PO Box 717, Browns Plains, Qld 4118 or privacypolicy@rentafence.com.au .Your complaint will be investigated and a written explanation of the reasons for refusal will be forwarded to you within a reasonable time outlining any action to be taken. This will be open for discussion with you.

If you are not satisfied with the outcome, a complaint can be lodged with the Office of the Australian Information Commissioner. They can be contacted on their information line on 1300 363 992 or on their website at www.privacy.gov.au.

CORRECTING OR UPDATING YOUR PERSONAL INFORMATION

If you access your personal information and find the material to be outdated or incorrect, you may request that we make the relevant changes and we will take reasonable steps to correct the information. If we are unwilling to make the changes, we will give you a written notice outlining the reasons for the refusal. You may then provide us with a statement noting that the information is inaccurate, outdated, incomplete, irrelevant or misleading and we will take reasonable steps to associate that statement with your personal information to users of the information.

FURTHER INFORMATION

If you seek any further information about our privacy policy and its operation, please contact the Company's Policy Officer by email on privacypolicy@rentafence.com.au .