



# Collection House Limited

## Web Privacy Policy

### 1 About Us

- 1.1 This privacy statement has been developed by Collection House Limited (ABN 74 010 230 716) to demonstrate our commitment to your privacy. This statement covers our websites [Collectionhouse.com.au](http://Collectionhouse.com.au) and our B2B e-Commerce application.

We invite you to contact us if you have questions about this policy. You may contact us as follows:

**Phone:** FREECALL 1800 330 211

**Fax:** +61-(0)7 3831 6655

Chief Privacy Officer  
Collection House Limited

**Mail:** GPO Box 2584  
Brisbane QLD 4001  
Australia

**Email:** [privacy@collectionhouse.com.au](mailto:privacy@collectionhouse.com.au)

### 2 Complaints Resolution

- 2.1 Complaints Procedure: Visitors to our website should first report any privacy complaint using our complaints procedure. Our Complaints Desk can be contacted by:

**Phone:** FREECALL 1800 330 211

**Fax:** +61-(0)7 3831 6655

Chief Privacy Officer  
Collection House Limited

**Mail:** GPO Box 2584  
Brisbane QLD 4001  
Australia

**Email:** [complaints@collectionhouse.com.au](mailto:complaints@collectionhouse.com.au)

### 3 Data Collection

- 3.1 When you visit our website, we collect some data from you. Some of this information is used to service your request, other information is collected for other reasons. The sections below outline what data is collected, its lifetime and how it will be used and disclosed.

#### 3.2 [Web Server Logging](#)

We collect the following information:

- HTTP protocol elements
- Date and time

This data will be used for the following purposes:

- Website and system administration
- Historical preservation

The following explanation is provided for why this data is collected:

- From time to time we may collect any or all of the above information for statistical and troubleshooting purposes.

### 3.3 [Authentication Information](#)

We collect the following information:

- HTTP cookies
- Unique identifiers
- State management mechanisms
- Date and time

This data will be used for the following purposes:

- Completion and support of the current activity
- One-time tailoring
- User analysis
- Historical preservation

This data will be used by ourselves and our agents.

Our website uses cookies when you enter the secure area. Cookies are used to determine which user is making a request. The cookie is removed from your hard drive after 2 days. Once you have entered our secure area (evidenced by the logout button in the top navigation section), your username will be recorded against any information collected.

### 3.4 [Documents Available for Download](#)

We collect the following information:

- Transaction history
- Date and time

This data will be used for the following purposes:

- Completion and support of the current activity
- Research and development
- Anonymous user analysis
- Anonymous user profiling and decision-making
- User analysis
- User profiling and decision-making
- Historical preservation

This data will be used by ourselves and our agents.

The following explanation is provided for why this data is collected:

- In some areas of our website there are documents available for downloading. When you download a document, our website stores details of the document downloaded along with the date and time. If you have entered the secure area of our website your username is also recorded.

### 3.5 [Employment Area](#)

We collect the following information:

- Given name (first name)
- Family name (last name)
- Home phone number
- Home email address
- Unique identifiers

At the user's option, we may also collect the following data:

- User's job title
- Mobile telephone number
- Home and fax number
- Home street address
- City
- State or province
- Postal code
- Country name
- Content

This data will be used for the following purposes:

- User analysis
- Contacting visitors by telephone or email to follow-up on correspondence

This data will be used by ourselves and our agents.

The following explanation is provided for why this data is collected:

- When you send us your resume, we collect your personal information to allow us to contact you as part of our recruitment process. Information you provide will be exclusively released to and used by our Human Resources department.

### 3.6 [Cookies](#)

Cookies are a technology that can be used to provide you with tailored information from a website. A cookie is an element of data that a website can send to your browser, which may then store it on your system. You can set your browser to notify you when you receive a cookie, giving you the chance to decide whether to accept it.

Our site makes use of cookies. Cookies are used for the following purposes:

- Completing the user's current activity
- User targeting
- User analysis

## 4 Requesting Your Personal Information

### 4.1 [Your Personal Information](#)

Under the Privacy Act 1988 (as amended), you may request from Collection House Limited (“Collection House”) a copy of all the personal information we hold on you – your Personal Information.

### 4.2 [How to Request Your Personal Information](#)

To request your Personal Information, you need to apply in writing, supplying sufficient particulars so that we can be sure that the information about you is only provided to you.

The information you supply will enable us to confirm your identity, and link your name to your address with a high degree of confidence. We will then forward your Personal Information to that address.

Accordingly, please provide on the Personal Information Request form (download from our website):

- Your full name
- Your current residential address (and your previous address/es if you have moved in the last five years)
- Your date of birth
- Your driver’s licence number
- A daytime telephone number
- Your signature

## 5 Problems?

If for any reason you cannot fulfil these requirements, please contact the Chief Privacy Officer using the contact details listed above.

## 6 Contact Us

If for any reason you need to contact us regarding your Personal Information, please contact the Chief Privacy Officer using the contact information above.

## 7 Privacy Statement

Where we currently hold information about you, the particulars you provide to request your Personal Information will be used to ensure our records are accurate and current. Where we hold no information about you, the particulars you provide will be destroyed and you will be advised accordingly.