

# Motherwell Automation Privacy Policy

## Privacy and Security

Motherwell Automation understands that you value your privacy and wish to have your personal information kept secure. Our Privacy Policy describes generally how we manage your personal information and safeguard your privacy. If you would like more information, please don't hesitate to contact us by email to [sales@motherwell.net.au](mailto:sales@motherwell.net.au) or phone 1300 720 125.

## The National Privacy Principles

We are bound by and comply with the National Privacy Principles, as provided in the [Privacy Act 1988 \(Cth\)](#)- [external site](#).

## Collecting Personal Information About You

At Motherwell Automation we only collect personal information that is necessary for us to conduct our business as a provider of goods and services.

The personal information we collect will include information you give us when you place an order for the purchase of a good we supply. We may also collect personal information about individuals who are not customers of our business, but whose personal information is given to us by those individuals or other people in the course of a transaction. We may also collect some information from you when you use our website. Your use of the information and services available through our website will determine the type of information that we collect about you.

The only personal information that we collect about you when you use our website is what you tell us about yourself, for example, when you complete an online form when placing an order, or information you provide to us when you send us an email. Please note, we will record your email address if you send us an email.

## Using and Disclosing Your Personal Information

We respect your privacy. Any personal information that we collect about you will be used by us so that we can provide you with the services that you have requested, or otherwise to enable us to carry out our business as suppliers of goods.

Please be assured we will not disclose information about you unless the disclosure is required or authorised by law, you have consented to our disclosing the information about you, or for another purpose (related to the primary purpose of collecting that information) that you would reasonably expect. We may also use your personal information to provide you with information about other services offered by us. However, the only information that you must provide is your name and payment details (where applicable). If you would prefer not to receive promotional or other material from us, please let us know and we will respect your request. We do not engage in unsolicited telephone or email marketing.

## Access to Your Personal Information

In most cases you may have access to personal information that we hold about you. We will handle requests for access to your personal information in accordance with the National Privacy Principles. We encourage all requests for access to your personal information to be directed to our customer service department. We will deal with all requests for access to personal information as quickly as possible. Requests for a large amount of information, or information which is not currently in use, may require further time before a response can be given. We may charge you a fee for access if a cost is incurred by us in order to retrieve your information, but in no case will we charge you a fee for your application for access.

In some cases, we may refuse to give you access to personal information we hold about you. This includes, but is not limited to, circumstances where giving you access would: be unlawful (e.g., where a record which contains personal information about you is subject to a claim for legal professional privilege by one of our clients); have an unreasonable impact on other people's privacy; prejudice an investigation of unlawful activity.

We will also refuse access where the personal information relates to existing or anticipated legal proceeding, and the information would not be accessible by the process of discovery in those proceedings. If we refuse to give you access we will provide you with reasons for our refusal.

### **Correcting Your Personal Information**

If you request us to do so we will amend any personal information about you held by us which is inaccurate, incomplete or out of date. If we disagree with your view about the accuracy, completeness or currency of a record of your personal information held by us, and you ask us to associate with that record a statement that you have a contrary view we will take reasonable steps to do so.

### **Securing and Storing Your Personal Information**

Motherwell Automation is committed to maintaining the confidentiality of the information that you provide us and we will take all reasonable precautions to protect your personal information from unauthorised use or alteration.

In our business, personal information may be stored both electronically (on our computer system) and in hard-copy form. Firewalls, anti-virus software and email filters, as well as passwords, protect all our electronic information. Likewise, we take all necessary measures to ensure the security of hard-copy information.

### **Disposal of Personal Information**

Both the electronic and hard-copy information is securely archived. Typically, records are retained for five to seven years subject to the date category.

### **For more information or to complain about a breach of your privacy**

If you would like more information about the way we manage personal information which we hold about you, or are concerned that we may have breached your privacy, please contact us.

### **Website analytics**

To improve your experience on our site, we may use 'cookies'. Cookies are an industry standard and most major web sites use them. A cookie is a small text file that our site may place on your computer as a tool to remember your preferences. You may refuse the use of cookies by selecting the appropriate settings on your browser, however please note that if you do this you may not be able to use the full functionality of this website. Our website may contain links to other websites. Please be aware that we are not responsible for the privacy practices of such other sites. When you link to other websites from here, we advise you to be aware and read their privacy policy. Our website uses Google Analytics, a service which transmits website traffic data to Google servers in the United States. Google Analytics does not identify individual users or associate your IP address with any other data held by Google. We use reports provided by Google Analytics to help us understand website traffic and webpage usage. By using our website, you consent to the processing of data about you by Google in the manner described in Google's Privacy Policy- external

site and for the purposes set out above. You can opt out of Google Analytics if you disable or refuse the cookie, disable JavaScript, or use the opt-out service provided by Google- external site.

### **Changes To Our Privacy Policy**

From time to time it may be necessary for us to revise our privacy policy. Any changes will be in accordance with the Privacy Act 1988 and the National Privacy Principles. We may notify you about changes to this privacy policy by posting an updated version on our website.

If you require any further information about the Privacy Act 1988 and the National Privacy Principles, you can visit the Federal Privacy Commissioner's website.