



# Privacy Policy

Genesis Equipment and Chemicals is an established and professional manufacturer of quality carpet cleaning products. As such we are committed to providing you with the highest level of customer service. Part of this service is protecting the privacy of our clients and complying with the new sections of the National Privacy Principles established under the Commonwealth Privacy Act 1988. With this in mind, Genesis would like to take this opportunity to advise that we are ever conscious of the importance of maintaining the confidentiality of our customer's personal information. You can be assured that we only collect personal information that is necessary for us to carry out the various functions and services we undertake. What's more, we take all possible steps to ensure that customer information is not disclosed to - or accessed by any unauthorised persons.

## Personal information we collect:

Personal information will be collected from you directly when you submit your details through our web site or paper form and usually falls into the following categories: Customer Information submitted and obtained from the customer directly and other sources in connection with purchasing any products; distributor information and feedback information about incidents in the workplace; information obtained to assist in managing customer and business relationships; results of technical tests. If you choose not to provide the required personal information, our ability to deliver our services for you may be restricted and we may not be able to provide you with the level of service on which we pride ourselves.

## How we use your personal information:

We primarily hold personal information for the following purposes:

## Who we may share this information with ...

We may disclose your personal information, to a third party, for the purposes for which it is primarily held or for a related secondary purpose. It is our policy not to pass on any personal information without the consent of the customer concerned. Generally this would be limited to; our clients; our associated companies and subsidiaries; our insurers; a professional association or registration body that has a proper interest in the disclosure of your personal and sensitive information; any person with a lawful entitlement to obtain the information including circumstances where we are under a lawful duty of care to disclose information; law enforcement agencies (where required by legislation) to verify whether you have a criminal record.

## Security of information:

Genesis Equipment and Chemicals will take all reasonable steps to keep secure any personal information which we hold and to ensure that the information we collect, use and disclose is accurate, complete and up-to-date. However, the accuracy of that information depends to a large extent on the information you provide. That's why we recommend that you - Notify us if there are any errors in your personal information; and keep us up-to-date with changes to personal information such as your name, address, email address, change in employment details. Personal information is stored in either a secure server or secure files with only approved staff having access to this information. As the Internet cannot be guaranteed to be 100% secure, Genesis cannot accept responsibility for the security of information you send to or receive from us in this way or for any unauthorised access or use of that information. Information collected by us will not be sold, rented or licensed to anyone else. When the information is no longer of use to us, we will destroy it in a manner that protects the privacy of the individual. In addition, you will have the option of having your details deleted from our systems at any time should you so decide.

## Requests to access personal information:

Should it be necessary for you to gain access to your personal information, which Genesis may hold about you, this Information can be obtained from us by contacting Genesis, and verifying your identity. Subject to some exceptions that are set out in the National Privacy Principles, Genesis will be happy to provide you with the requested information. We may refuse access if it would interfere with the privacy rights of other persons or if it breaches any confidentiality that attaches to that information. You should also anticipate that it may take a little time to process your application for access as there may be a need to retrieve information from storage and review information in order to determine what information may be provided. Please note that there may be a moderate fee for supplying the information and/or documentation to you to cover our costs for retrieving and/or copying the information or documentation. Genesis will advise you of the amount of this fee before retrieval of the information and/or documentation is undertaken.

## Feedback:

We welcome your feedback. If you wish to make further enquiries regarding how we use personal information, please do not hesitate to contact us [enquires@genesissolutions.com.au](mailto:enquires@genesissolutions.com.au) or contact the Genesis office direct.

## More information on the Privacy Act 1988

For more specific information about how your privacy is protected under the new sections of the National Privacy Principles established under the Commonwealth Privacy Act 1988, go to [here](#) (Link provided by Australasian Legal Information Institute) for more information.