

Owned and operated by THE DEBT COLLECTION COMPANY PTY LTD ABN 99 648 404 406 of 533/585 Little Collins Street, Melbourne in the State of Victoria ("TDCC").

Privacy Policy Statement

Effective 1st April 2021

1. Commitment to Privacy

TDCC owns and operates the THE DEBT COLLECTION COMPANY business and is committed to protecting your privacy and ensuring the security of your personal information. TDCC views your privacy as a serious matter. TDCC strictly adheres to the National Privacy Principles contained in the Privacy Act 1988 (Cth). In this Policy, "personal information" refers to information from which a person's identity can reasonably be ascertained. This Privacy Policy describes how we manage your personal information and safeguard your privacy.

2. Collection and use of personal information

TDCC collects personal information for specific and limited purposes which we inform you about when we ask you for information. For example, we may collect and use personal information to provide you with products or services, to bill you for products and services you request and to communicate with you for other purposes. Personal information you provide to TDCC either verbally or in writing is used only to respond to your request and is otherwise kept private. TDCC keeps your personal information only for as long as is reasonably needed for such purposes and in accordance with any applicable legal reporting or documentation retention requirements. We may also use this information to send you certain product or other information which we consider to be of importance to you but we will give you the opportunity to tell us if you do not want to receive this information.

3. Disclosure of Information

We respect your privacy. Any personal information which we collect about you will be used by us to perform our functions of providing you with services that you have requested, or otherwise to enable us to deliver our services. Personal information collected may occasionally be transferred to third parties who act for or on behalf of TDCC, and to related companies of TDCC. Such third parties may operate different privacy policies. However, we endeavour to ensure that such third parties provide the same level of protection as TDCC and, where appropriate, we will contractually require them to process personal information transferred to them only for the purposes expressly authorised by TDCC.

4. Personal Information regarding Employees

TDCC complies with the privacy requirements which apply to personal information supplied by prospective employees, contractors or consultants. In Australia, legislation provides an exemption regarding human resources records of current and previous employee records so that human resources activities can be carried out.

5. Right of Access

You have the right to access and update your personal information unless certain circumstances set out in the National Privacy Principles relevant to Australia, apply. We take reasonable steps to ensure that any information we hold about you is up-to-date, accurate, and complete. If you wish to access or correct this information, please contact the Privacy Officer. Your request will be dealt with in a prompt and proper manner. No charge will be levied for requesting access or correction of your information, however, TDCC may charge a small fee to cover its costs of providing access.

6. Security and Confidentiality

TDCC takes reasonable steps to ensure the security and confidentiality of personal information that it collects. When information is collected on-line, it is subject to data networks protected, inter alia, by firewall and password protection. Access to personal information is restricted to those employees who have a need to use the data, who have been trained to handle such data properly and observe strict standards of confidentiality. If an employee breaches our policies and procedures, he/she will be disciplined accordingly. Staff compliance with our policies and procedures is regularly reviewed. While we cannot guarantee against any loss, misuse or alteration to data, we try to prevent such unfortunate occurrences.

7. Anonymous Data and "Cookies"

Most of the information that TDCC collects when you visit our website is anonymous information, such as the pages you visit and searches you perform, which is processed by TDCC to help improve the contents of the website and to compile aggregate statistics about use of the website for internal, market research purposes. To collect this anonymous information, "cookies" may be sent via your browser and installed on your hard drive that collect the first level domain name of the user (e.g., "smallmail.com" from an e-mail address of "mary@smallmail.com") and the date and time of access. "Cookies" by themselves cannot be used to discover the identity of the user. A "cookie" is a small piece of information which is sent to your browser and stored on your computer's hard drive. You can set your browser to notify you when you receive a "cookie", this will enable you to decide if you want to accept it or not.

8. Spamming

TDCC does not condone "spamming". Spamming is defined as sending unsolicited e-mails, usually of a commercial nature, in large numbers and repeatedly to individuals with whom the sender has had no previous contact or who has declined to receive such communications. If you contact us by e-mail and TDCC believes that certain product, service, or other information is of importance to you, we may inform you by e-mail but will give you the choice to opt out of receiving further communications of this type.

9. Personal Information of Children

TDCC will not knowingly collect, use or disclose personal information from a minor without obtaining prior consent from a person with parental responsibility (e.g., a parent or guardian) through direct off-line contact.

10. Contact TDCC

If you have any queries or complaints about our compliance with this Privacy Policy, or if you would like to make any recommendations or comments to improve the quality of our Privacy Policy, please contact the Privacy Officer at:

Address: The Privacy Officer
 The Debt Collection Company
 533/585 Little Collins Street,
 Melbourne Victoria 3000

Phone:

Email: info@thedebtcollectioncom
pany.com.au

Website: www.thedebtcollectioncom
pany.com.au

11. Changes to our Privacy Policy

We aim to constantly improve the tools available to you to manage the data that you provide to us, and from time to time we may amend this Privacy Policy. Please refer to this page regularly to ensure you are familiar with our current Privacy Policy.