



Privacy Policy

In the provision of its services, Tri-Link Pty Limited (Tri-Link) has adopted the Australian Privacy Principles (APPs) contained in the Commonwealth Privacy Act 1988 (the Privacy Act). The APPs govern the way Personal Information is collected, used, disclosed, stored, secured and disposed of. A copy of the Australian Privacy Principles may be obtained from the website of The Office of the Australian Information Commissioner at <https://www.oaic.gov.au/>.

What is Personal Information, does Tri-Link collect it, and if so, how?

Personal Information is information or an opinion that identifies an individual person. Examples of *Personal Information* include a person's names, addresses, email addresses, and phone numbers.

Tri-Link does not collect any person's *Personal Information* without their knowledge and consent. With a person's knowledge and consent, required *Personal Information* may be collected through service and customer service channels and networks for the primary purposes of developing, providing, and promoting Tri-Link's services. If *Personal Information* is collected, where appropriate and reasonably practicable, why the *Information* is being collected and how it will be used will be made clear at the point of collection.

It is important that customers' *Personal Information* held by Tri-Link is accurate, complete, and up-to-date so that high quality customer services can be provided.

When a person chooses to join one of Tri-Link's mailing lists, their details are added to that specific mailing list and used for the stated purpose of that list only. No person is added to any mailing list without their consent.

If a person sends Tri-Link an email or web form message, their contact details are necessarily recorded (in accordance with government record keeping standards). This information will only be used for the purpose for which the person has provided it. Tri-Link we will not use email or web form communications for any other purpose and will not disclose these communications without the knowledge and consent of the sender, except where such disclosure is required or authorised by law.

Tri-Link does not disclose *Personal Information* without the consent of the person whose *Information* it is unless required or authorised by law to do so.

Sensitive Information

Sensitive Information is defined in the Privacy Act to include information or opinion about such things as a person's racial or ethnic origin, political opinions, membership of a political association, religious or philosophical beliefs, membership of a trade union or other professional body, criminal record, or health information.



Tri-Link does not collect *Sensitive Information*, but *Sensitive Information* may be shared by a person whose *Information* it is. Such *Information* will be used by Tri-Link only for the primary purpose for which it was shared, or for a secondary purpose that is directly related to that primary purpose, with the consent of the person whose *Information* it is, or where required or authorised by law.

Tri-Link will not disclose *Sensitive Information* without the consent of the person whose *Information* it is unless required or authorised by law to do so.

Security of Personal Information

Any *Personal Information* that is collected is securely stored in a manner that protects it from unauthorized access, misuse, loss, modification, or disclosure.

Any person who wishes to do so may unsubscribe from Tri-Link's services at any time by written communication, by discontinuing the use of Tri-Link's services, or by uninstalling Tri-Link's software from their systems and devices.

When *Personal Information* is no longer needed for the purpose for which it was obtained, Tri-Link will take reasonable steps to de-identify that *Personal Information*, bearing in mind that certain *Information* is legally or commercially required to be stored for at least seven years.

Browsing Information

No attempt is made to identify users of Tri-Link's public-facing web sites or applications, or to identify any person's browsing activities. However, in the event of a legal investigation, a law enforcement agency may exercise their legal authority to inspect internet service provider's logs.

There are inherent risks associated with the transmission of information via the Internet. Tri-Link's ordinary mail and telephone contact details, where known to customers, can be used alternatively.

Tri-Link is not responsible for, and has no control over, the privacy practices of agencies whose web sites may be linked to or accessible through its web sites, platforms, or applications.

Policy Updates

This Policy may change from time to time and is available on Tri-Link's website.

Privacy Policy Complaints and Enquiries

If you have any queries or complaints about this Privacy Policy, please contact:

Tri-Link Pty Limited

PO Box 591, Pennant Hills, NSW 1715

service@trilink.com.au