



**Starwise Investments Pty Ltd trading  
as My Safety Supply**  
12 Marlow Street WEMBLEY WA 6014

**ABN:** 87 158 434 158  
**ACN:** 158 434 158

[sales@mysafetysupply.com.au](mailto:sales@mysafetysupply.com.au)  
Tel: 047 888 7233

---

**This document covers:**

**Privacy Policy; and**

**Returns Policy**

### **Privacy Policy ("Policy")**

**This Policy was last updated on 30 October 2019.**

Starwise Investments Pty Ltd trading as My Safety Supply, ABN 87 158 434 158 ("MSS", "we" or "us") is strongly committed to protecting the personal information that we may hold about you. Our management, use and disclosure of personal information and credit related personal information is governed by the *Privacy Act 1988* (Cth) ("Act") including Australian Privacy Principles ("**AFPs**"), Part IIIA ("**credit reporting provisions**") and the Credit Reporting Privacy Code ("**CR Code**") ("collectively," "**Privacy Code**").

By voluntarily supplying us with your personal or credit related personal information, you are agreeing to be bound by this Policy.

This Policy is periodically reviewed. Any amendments to this Policy will be notified to you by posting an updated version on our website, [www.mysafetysupply.com.au](http://www.mysafetysupply.com.au)

Please note that the MSS website contains links to other websites. When a user has clicked on a link to another site, they leave the MSS site and are no longer protected by this Policy.

### **Collection of Personal Information**

The personal information we may collect about you includes:

- contact information such as your name and address, telephone numbers, email address and date of birth;
- financial information, including bank account details and credit card details;
- business details, including Australian Business Number;
- tax file number; and
- other information we may be required by law to collect to perform our services or voluntarily provided by you

MSS's website collects the following information from users:

- your server address;
- your IP address;
- your top level domain name (for example, .com, .gov, .au etc.);
- the date and time of your visit to the site;
- the pages you accessed;
- the previous site you have visited;
- the type of browser you are using; and
- if you use our client portal, a record of your last login.

We may also collect and or hold the following sensitive information with your consent and if reasonably necessary for the purposes of providing our services to you:

- membership of a professional or trade association;

If MSS receives any personal information which it has not solicited from an individual it will take such steps as are necessary to lawfully destroy or de-identify the information if MSS cannot establish that it could otherwise have lawfully obtained the information.



**Starwise Investments Pty Ltd trading  
as My Safety Supply**  
12 Marlow Street WEMBLEY WA 6014

**ABN:** 87 158 434 158  
**ACN:** 158 434 158

[sales@mysafetysupply.com.au](mailto:sales@mysafetysupply.com.au)  
Tel: 047 888 7233

---

#### **Collection of credit related personal information**

MSS may collect, use, hold or disclose the following types of credit related personal information:

- identification information - name, ABN, ACN, email address, address;
- type and amount of credit sought
- publicly available information about an individual's creditworthiness;
- consumer credit liability information - name of credit provider, type of consumer credit, details of the consumer credit provided;
- default information;
- repayment history information;
- payment information in relation to an overdue payment;
- new arrangement information;
- court proceedings information;
- personal insolvency information; or
- opinion that a serious credit infringement has been committed by an individual.

#### **Means of collection of personal and credit related personal information**

Your information may be collected in a number of ways, including:

- directly by our staff when you seek, or enquire about, our services;
- when you apply for credit with us;
- when you use our website;
- when you apply for employment with us;
- when you attend an event hosted by us;
- when you apply to be employed by us; or
- when you apply to provide services to us.

In some circumstances, where it is unreasonable or impracticable to collect information from you, we may collect information about you from a third party source.

For example we may collect information from a publicly maintained record from other parties who have a business relationship with you or from a government body.

In addition to the methods above, MSS may collect credit related personal information from other credit providers, subject to any restrictions in the Act. MSS does not collect any credit related personal information from credit reporting bodies.

You need not provide all the information requested by MSS, but this may prevent us from providing some or all of our services to you.

#### **Use, disclosure & purpose**

We collect, hold and disclose your personal and credit related personal information for the following purposes:

- as a necessary part of providing services to you;
- to assist you in managing your financial and corporate affairs influencing dealing with your bank accounts with your instructions;
- organising other services on your behalf from third parties related to our services;
- to inform you of new services and offers (unless as directed otherwise);
- to comply with statutory and contractual obligations placed upon us;
- to determine sections of interest on our website and to optimise your experience with the site; and
- other purposes related to any of the above.

MSS has a duty to keep your information confidential. Our duty of confidentiality applies except where we have consent to disclose your information, the disclosure is permitted under the Privacy Law or is compelled by law.



**Starwise Investments Pty Ltd trading  
as My Safety Supply**  
12 Marlow Street WEMBLEY WA 6014

**ABN:** 87 158 434 158  
**ACN:** 158 434 158

[sales@mysafetysupply.com.au](mailto:sales@mysafetysupply.com.au)  
Tel: 047 888 7233

---

MSS will only use your information for the purposes for which it was collected ("**primary purposes**") or a purpose related to the primary purpose, if this use would be reasonably expected by you, or otherwise, with your consent.

MSS may disclose your information to necessary third parties, who assist us to provide, manage and administer our services and products. In which case, your information will be dealt with in accordance with that entity's privacy policy. No personal details are provided by any other individual or organisation, expect with you consent.

People we may disclose your information to include:

- government and associated bodies for the purpose of statutory reporting on behalf of your or your business;
- banks and other financial organisations including other suppliers for the purpose of initiating finance for you; and
- other organisations to arrange services on your behalf.

#### **Quality, access to & correction of information**

You are entitled to have access to and seek correction of any information that we may hold about you. We require that requests for access to or to update or correct your information to be in writing outlining the details of your request. Such requests should be addressed to the Privacy Officer via the details provided in this Policy.

MSS will take appropriate steps to verify your identity (or verify that you act as a legal guardian or authorised agent of the individual concerned) before granting a request to access your information.

We will respond to your request for access to your information within a reasonable time after you make the request and if access is granted, access will be provided within 30 days from your request. MSS will, on request, provide you with access to your information or update or correct your information, unless the Act provides an exception to us granting your request, including if:

- giving access would be unlawful;
- we are required or authorised by law or a court/tribunal order to deny access; or
- giving access is likely to prejudice one or more enforcement related activities conducted by an enforcement body.

Where your request for access is accepted, we will provide you with access to your information in a manner, as requested by you, providing it is reasonable to do so.

Your request for correction will be dealt with within 30 days, or such longer period as agreed by you. If we deny your request, we will provide you with a written notice detailing reasons for the refusal and the process for making a complaint about the refusal to grant your access.

We will accept your request for correction of your credit related personal information where we are satisfied that it is inaccurate, out-of-date, incomplete, irrelevant or misleading.

Upon accepting a request for correct of your information, we will take all steps that are reasonable in the circumstances, having regard to the purpose for which your information is held, to correct your information.

If your request for correction of credit related personal information is accepted we will provide written notice of this correction to any entity to which we have disclosed this information previously, to the extent that this is practicable.

We may charge a fee for providing information depending on the scope of information required and the resources involved. This fee will reflect the actual costs of providing information, depending on the complexity of each individual's request.

#### **Your consent**

By supplying, or having previously supplied, your personal or credit related personal information to us, you are agreeing to any or all of the uses outlined above. Where reasonable, we will also seek your consent verbally or in writing for use of your information for such uses in the interests of openness. Subject to the Privacy Law, should



**Starwise Investments Pty Ltd trading  
as My Safety Supply**  
12 Marlow Street WEMBLEY WA 6014

**ABN:** 87 158 434 158  
**ACN:** 158 434 158

[sales@mysafetysupply.com.au](mailto:sales@mysafetysupply.com.au)  
Tel: 047 888 7233

---

we seek to use your personal or credit related personal information for other uses not related to the above, we will seek your consent to do this.

From time to time we may also use your personal information to communicate with you in regard to offers and promotions for our or related services. You are entitled to request that such communications cease at any time and we make provision in our materials for you to advise us of this.

#### **Storage of collected information**

Your information will be stored:

- as manual files in secured areas; and
- on our computers with appropriate backup systems and security or in the possession of authorised MSS staff and sub-contractors.

We have appropriate measures in place to protect your information from loss, misuse, interference, unauthorised access or alteration while it is held by MSS and when disclosed by MSS to third parties.

We aim to achieve this through:

- imposing confidentiality requirements on our employees;
- implementing policies in relation to document storage security;
- implementing security measures to govern access to our systems;
- only providing access to personal or credit related personal information once proper identification has been given; and
- controlling access to our premises.

#### **Dealing with us anonymously**

Where lawful and practicable to do so, you can deal with us anonymously or using a pseudonym. You can deal with us anonymously or using a pseudonym when making a general enquiry about the services that we can offer to you including via telephone, our website or in person.

At the time you engage our services, it is no longer practicable for you to deal with us anonymously or using a pseudonym.

#### **Complaints**

If you believe that MSS has breach a term of this Policy, the AFPs, the credit reporting provisions or CR Code, you may submit a written complaint. The written complaint can be emailed or posted to us using the contact details set out below. You must include contact details for us to contact you regarding the complaint.

Our Privacy Officer will consider the complaint and respond as soon as reasonably possible, but not more than 30 days from receiving the complaint.

If you are unsatisfied by the outcome of your complaint, you may ask the Privacy Officer to be referred to a higher authority within the company, such as our Managing Director. If you still remain unsatisfied with the outcome, you may refer your complaint to the Office of the Australian Information Commissioner to be resolved.

#### **Contact Us**

If you wish to:

- gain access to your information
- make a complaint about a breach of your privacy
- contact us with a query about how your information is collected or used; or
- contact us regarding any other matter concerning this Policy,

you can speak directly with our staff who will do their best to try to resolve your issue as simply as possible. Alternatively, you can write to us or send us an email so that our Privacy Officer can consider the matter. We will respond to you as soon as reasonably possible.



**Starwise Investments Pty Ltd trading  
as My Safety Supply**  
12 Marlow Street WEMBLEY WA 6014

**ABN:** 87 158 434 158  
**ACN:** 158 434 158

[sales@mysafetysupply.com.au](mailto:sales@mysafetysupply.com.au)  
Tel: 047 888 7233

---

Our contact details are as follows:

*Phone:* 0478 887 233

*Privacy Officer contact:* [sales@mysafetysupply.com.au](mailto:sales@mysafetysupply.com.au)

*Postal Address:* 12 Marlow Street, WEMBLEY WA 6014

For more information on privacy see the Office of the Australian Information Commissioner's website at:  
<http://www.oaic.gov.au>



**Starwise Investments Pty Ltd trading  
as My Safety Supply**  
12 Marlow Street WEMBLEY WA 6014

**ABN:** 87 158 434 158  
**ACN:** 158 434 158

[sales@mysafetysupply.com.au](mailto:sales@mysafetysupply.com.au)  
Tel: 047 888 7233

---

### Returns & Refunds Policy

If something isn't right, or you change your mind, we are happy to accept a return within the guidelines outlined below.

#### Consumer Guarantees

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and failure does not amount to a major failure. If the failure is minor, we reserve our right to offer to repair only and we reserve the right to not offer a refund.

#### Change of Mind

If you change your mind about the products you have purchased from us, we will refund the purchase price or exchange those products subject to the following conditions:

- The item must be returned within a reasonable amount of time
- The item is in a saleable condition (i.e. the original tags and labels are still attached, the item is in its original packaging (if any), and the item is unworn, unused and as sold)
- You are responsible for any costs associated with returning the item to us
- We reserve the right to charge a 15% restocking fee
- Delivery charges are not refunded

#### Cancellation of Orders

We accept cancellation requests for orders that have not been despatched. Once your orders have left our warehouse, any cancellation requests will be deemed as a change of mind.

#### Special Exceptions

We do not offer exchange or refund on the following items unless the item is faulty, significantly different from what was shown to you, not doing what it is supposed to do, in breach of manufacturer's warranties or consumer guarantees; or where otherwise required by law.

- Dental products
- Medical products
- Indent or special orders
- Customized orders
- Clearance items
- Seconds items

#### Return Procedure

To help ensure timely processing of your product return, please follow the steps listed below before returning any product to us.

Before returning a product, you MUST first obtain a Goods Returned Note (GRN) from us.

- Ship back all products you are seeking to return and for which you received a GRN number
- Include the GRN number provided on the outside of the box
- If possible, include your Purchase Order number and our Tax Invoice number on the outside of the box
- Include a copy of the original Tax Invoice inside of the box



**Starwise Investments Pty Ltd trading  
as My Safety Supply**  
12 Marlow Street WEMBLEY WA 6014

**ABN:** 87 158 434 158  
**ACN:** 158 434 158

[sales@mysafetysupply.com.au](mailto:sales@mysafetysupply.com.au)  
Tel: 047 888 7233

---

Please send your returns to:  
**My Safety Supply**

Attn: Product Returns  
12 Marlow Street WEMBLEY WA 6014

Phone: 047 888 7233

Our return policy will not be honored in the event that a return shipment is received by us improperly packaged, altered or physically damaged.