



## **The Modern Group Privacy Policy**

The Modern Group takes your privacy seriously. The following policy outlines how personal information will be used, managed and protected by The Modern Group. As this policy may be updated from time to time, The Modern Group recommends that individuals check this policy regularly.

The Modern Group is required by law to comply with the provisions of the Privacy Act 1988 incorporating the National Privacy Principles in dealing with its customers.

### **What Does This Privacy Policy Cover:**

This Privacy Policy provides details as to The Modern Group's treatment of personal information that The Modern Group collects, including how and why we collect information, and the way in which we use and disclose that information.

This Privacy Policy does not detail, nor does it relate to the practices of any companies or legal entities that are not within The Modern Group's ownership or control.

### **Information Collection & Use:**

The Modern Group collects personal information when it is commercially reasonable and practicable to do so. This collection can take place directly from individuals (for example, when an individual directly provides information to The Modern Group via the telephone, via the Internet, makes enquires, requests or purchases products or services, or within commercial documents, such as contracts). Information may also be collected from time to time through third parties, including but not limited to The Modern Group's business partners, from authorised information brokers, or from other publicly available sources of information, such as telephone directories. The Modern Group may also collect personal information through competitions or trade

promotions conducted by The Modern Group and/or its business partners, or by other such methods.

The Modern Group may also conduct outbound telemarketing, and these calls may be monitored for quality control and training purposes and the Modern Group may also collect personal information during these calls. The Modern Group does not willingly conduct outbound telemarketing calls to numbers listed on the "Do Not Call Register".

The Modern Group does not automatically collect personal information when individuals only access and browse the Modern Group's website. However, The Modern Group does collect personal information when individuals register on the website or when individuals use certain products or services on the website. When individuals register on The Modern Group website, they will be asked to provide their name, e-mail address, and some other personal information. Once individuals have registered with The Modern Group in this way and/or they sign in to receive The Modern Group's products or services, their personal information will be retained by The Modern Group. The Modern Group automatically receives and records information on its server logs from individual Internet browsers, including the Internet Protocol address (IP address) of those accessing its website. IP addresses identify individual computers, but do not contain any other personal information.

The Modern Group uses the personal information it collects for reasonable business purposes including without limitation to store and process the information, to provide relevant services and products, to attend to your enquires, and to administer and manage those services and products and to achieve and maintain a high level of service. The Modern Group may also use the personal information for promotional and marketing purposes, including to inform individuals of other services or products which The Modern Group considers may be of interest to those individuals, unless the individual has expressly contacted The Modern Group and requested not to be contacted for such purposes, which may result in the individual being unable to receive special offers that may become available from time to time.

The Modern Group may also use personal information for statistical, research and analytical purposes, including assisting in the technical administration of its website, to conduct internal administration and operations, to develop new products and services, or for other customer support purposes.

For any of the above, The Modern Group may contact an individual by electronic or any other means.

### **How Is The Information Stored:**

Personal information, whether in hard or soft form, is only accessible by personnel authorised by The Modern Group. It is either destroyed or returned to its source if it is no longer needed; otherwise it is stored securely by The Modern Group.

## **Information Sharing & Disclosure:**

The Modern Group will not sell or disclose personal information of an individual to any third party outside of The Modern Group without first obtaining the consent of the individual or as set out in this policy. The Modern Group may disclose personal information about an individual to a third party if:

- The Modern Group has consent to share the information in such a way; or
- The Modern Group needs to share the information in order to provide a product or service that the individual has requested; or
- The Modern Group needs to send the information to a third party that works on behalf of The Modern Group, including agents, contractors and external service providers, so that the third party can provide a product or service to the individual or The Modern Group (unless otherwise stated so, these third parties do not have any rights to use the personal information The Modern Group provides to them beyond what is necessary to provide the product or service); or
- Such disclosure is permitted under the Privacy Act; or
- The Modern Group is responding to a Court or other such authority; or
- The Modern Group finds that the individual's actions have violated The Modern Group's website Terms and Conditions of Use, or any other guidelines or rules set by The Modern Group that are applicable to specific services that would reasonably be seen to justify the provision of personal identifying information about that individual to an appropriate third party; or
- There is a duty to the public to disclose the information;

## **Access By An Individual To Personal Information:**

The Modern Group is committed to allowing individuals to ascertain whether The Modern Group holds personal information relating to them, and if so, the nature of that information, and the individual's entitlement to gain access to the information.

If any individual would like to request access to their personal information, they must either send an e-mail to: [info@moderngroup.com.au](mailto:info@moderngroup.com.au), with the subject field of the e-mail outlining that the e-mail refers to a request to access personal information. Alternatively, individuals may request access to personal information by making such a request in writing, and sending the request to "The Modern Group General Manager- 1-3 Meridian Place, Norwest Business Park, Baulkham Hills, NSW, 2153".

The Modern Group will make appropriate amendments if necessary (whether by way of corrections, deletions or additions) to ensure that any personal information is accurate, relevant, up to date and complete.

**Security:**

If individuals communicate with The Modern Group by e-mail or via the Internet, individuals should be aware that the security of e-mail and messages sent via the Internet is not certain. By sending sensitive or confidential e-mail or Internet messages or other information which is not encrypted, individuals accept the risk of uncertainty in regards to confidentiality, which is through no fault of The Modern Group.

**If Something Goes Wrong:**

If you believe that your personal information has been accessed or used inappropriately, or has been collected or used in contravention of this policy, please contact The Modern Group General Manager in writing, at 1-3 Meridian Place, Norwest Business Park, Baulkham Hills, NSW, 2153