

PRIVACY POLICY

Loxo Cladding Systems Pty Ltd (Loxo) privacy policy applies to all Personal Information collected by Loxo. This policy endeavors to explain why, how and the use of your personal information collected, and what controls you have over our use of it.

The confidentiality, security and privacy of your information is a concern to us as it is to you, Loxo appreciates and understands this and is committed to safeguard and protect the information when dealing with us and to comply with Commonwealth legislation governing privacy of personal information by businesses.

From 21 December 2001, amendments to the Commonwealth Privacy Act will affect the way in which we may deal with information you provide about yourself to us. In particular the 10 National Privacy Principles set out a code of behavior for relevant businesses in the way they must deal with such information.

Should you wish to read more information on privacy legislation or the National Privacy Principles we recommend that you visit the Federal Privacy Commissioner's website at www.privacy.gov.au.

1. - INFORMATION COLLECTED: -Most information provided to us by Customers, Clients, Contractors and other third parties could be considered private and or personal. In the running of our day to day function to carry on our business and provide the highest level of service to you, we will only collect such personal information if it is necessary for one of our functions or activities to continue.

Information is collected in a number of different ways from different situations and individual persons. The following situations, in particular are the personal information collected from people by Loxo.

- When contacting Loxo by correspondence a record of such correspondence may be kept.
- During the normal course of business, customers who enter into sales arrangements and have contact with Loxo employees and or its representatives may provide some personal information.
- When you place an order to purchase goods or services from Loxo we may require you to provide us with contact information including your name, address, telephone number or email address and financial information (such as credit card details).
- In case of emergency Builders and Contractors who come to Loxo premises or site are required to provide some contact details and personal information.
- Or products and services to be billed to you financial information is collected. The financial information such as credit card numbers collected are collected for the purpose of transaction approval and funds transfer and the information collected from you is strictly confidential.
- For the purpose of obtaining employment within Loxo prospective employees provide personal information.

At or before the time the personal information is collected by us we will take reasonable steps to ensure that you are made aware of who we are, the fact that you are able to gain access to the information held about you, the purpose of the collection, the type(s) of organisations (if any) to which we usually disclose the information collected about you, any laws requiring the collection of the information and the main consequences for you if all or part of the information is not collected.

2. - USE OF INFORMATION COLLECTED AND DISCLOSURE OF PERSONAL INFORMATION TO OTHERS: -We may use or disclose personal information held about an individual for the primary purpose for which it is collected (eg. provision of our services, including administration of our services, notification to you about changes to our services, record-keeping following termination of our services to you and technical maintenance). We may also use such information for a purpose related to the primary purpose of collection and where it would reasonably be expected by you that we would use the information in such a way. This information is only disclosed to persons outside our business in the circumstances set out in this policy or as otherwise notified to you at the time of collection of the information. In addition we are permitted to use or disclose personal information held about you:

- Where you have consented to the use or disclosure;
- Where we reasonably believe that the use or disclosure is necessary to lessen or prevent a serious, immediate threat to someone's health or safety or the public's health or safety;
- Where we reasonably suspect that unlawful activity has been, is being or may be engaged in and the use or disclosure is a necessary part of our investigation or in reporting the matter to the relevant authorities;
- Where such use or disclosure is required under or authorised by law (for example, to comply with a subpoena, a warrant or other order of a court or legal process);
- Where we reasonably believe that the use or disclosure is reasonably necessary for prevention, investigation, prosecution and punishment of crimes or wrongdoings or the preparation for, conduct of, proceedings before any court or tribunal or the implementation of the orders of a court or tribunal by or on behalf of an enforcement body.

3. - LINKS :- Our Web Site contains links to other Web Sites and those third party Web Sites may collect personal information about you. We are not responsible for the privacy practices of other businesses or the content of Web Sites that are linked to our Web Site. Loxo encourages users to be aware when they leave the site and to read the privacy statements of each and every web site that collects personally identifiable information.

4. - COOKIES:- Loxo collects information from the site using "IP files".

When you visit Loxo site to read, browse or download information. This information will only be used for the purpose of site analysis and to help us offer you improved online service. We may automatically collect non-personal information about you such as the type of Internet browsers you use or the site from which you linked to our Web Sites. You cannot be identified from this information and it is only used to assist us in providing an effective service on our Web Sites

5. - SECURITY AND STORAGE: -Importance is placed on the security of all information associated with our Clients, Contractors and Customers by Loxo. Under our control security measures that are in place to attempt to protect against the alteration of personal information, loss and misuse. Personal information is de-identified or destroyed securely when no longer required by us.

Information provided to Loxo such as credit card details (when supplied) and contact details are retained. This enables us to verify customer details, transactions and to retain and maintain required records for accounting and legal purposes. This information is held in controlled facilities.

Information stored within our computer system can only be accessed by those entrusted with authority and must log on with pass words.

As we strive to protect user's personal information, Loxo cannot ensure or warrant the security of any information transmitted to it or from its online products or services, and users do so at their own risk. Once Loxo receives your transmission, it makes every effort to ensure its security on its systems. Data transmission over the Internet cannot be guaranteed to be 100% secure.

You should keep in mind that whenever you voluntarily disclose personal information online - for example, through email - that information may in some circumstances be collected and used by others. If you post personal information online that is accessible to the public, you may receive unsolicited messages from other parties in return.

You should be careful, mindful and responsible whenever you are on line. Ultimately, you are solely responsible for keeping your passwords and/or account information secret.

6. - ACCESS TO AND CORRECTION OF PERSONAL INFORMATION: -Loxo is committed to maintaining accurate, timely, relevant and appropriate information about our customers, clients and web-site users.

So long as your request for your personal information is in accordance with the National Privacy Principles, then we will give you access to that information through proper personnel, email: info@loxo.com.au

Inaccurate information will be corrected upon receiving advice to this effect from you. To ensure confidentiality, details of your personal information will be passed on to you only if we are satisfied that the information relates to you.

If we refuse to provide you with access or correct the personal information held about you by us then we will provide reasons for such refusal.

7. - COMPLAINTS: -If you have a complaint about our Privacy Policy or the collection, use or safe disposal destruction of your personal information, your complaint should be directed in the first instance to us at:

Loxo Cladding Systems Pty Ltd
1331 Stud Road
Rowville Vic 3178

Email: info@loxo.com.au

We will investigate your complaint and attempt to resolve any breach that might have occurred in relation to the collection, use or destruction of personal information held by us about you in accordance with the Commonwealth Privacy legislation. If you are not satisfied with the outcome of this procedure then you may request that an independent person (Usually the Commonwealth Privacy Officer) investigate your complaint.

8. - OVERSEAS TRANSFER OF INFORMATION: -Pursuant to the National Privacy Principles we may transfer personal information we have collected about you to someone other than you in a foreign country only if:

- We reasonably believe that the recipient of the information is subject to a law, binding scheme or contract which effectively upholds principles for fair handling of the information that are substantially similar to the National Privacy Principles; or
- You consent to the transfer; or
- The transfer is necessary for the performance of a contract between you and us, or for the implementation of pre-contractual measures taken response to your request; or
- The transfer is necessary for the conclusion or performance of a contract concluded in the interest of you between us and a third party; or
- (i) The transfer is for the benefit of you;
- (ii) it is impracticable to obtain the consent of you to that transfer; and
- (iii) if it were practicable to obtain such consent, you would be likely to give it; or
- We have taken reasonable steps to ensure that the information that we have transferred will not be held, used or disclosed by the recipient of the
- Information inconsistently with the National Privacy Principles.

9. - PRIVACY POLICY CHANGES: -If Loxo decides to change its Privacy Policy, it will post changes on this Privacy Policy page so that users are always aware of what information is collected, how it is used and the way in which information may be disclosed. As a result, please remember to refer back to this Privacy Policy regularly to review any amendments.

10. - CONTACTING US: -If you require further information regarding our Privacy Policy, please contact Loxo.

11. - ACCEPTANCE: -You accept that your use of this site includes your acceptance of this Privacy Policy and Terms of Use.