

## **Privacy Policy**

The information below is important and we need to share it with you. Please spend a few minutes reading it.

Our Privacy Policy covers personal information about our customers. As a customer, your information is important to us. We will always be honest and transparent about how we handle it.

The Policy explains how we collect your personal information, what we do with it, and how it's protected.

### **Why we collect personal information**

We collect personal information from you when it is reasonably necessary for a business purpose. That means we collect it to supply you with the products you have asked for and to provide you with the best possible service.

### **Other reasons we collect personal information are to:**

Understand you and how we can meet your business needs now and in the future.

Develop or evaluate products.

Make advertisements more relevant to you, whether they're about our products or those of other companies.

Manage our business.

Comply with our legal obligations.

### **The type of information we collect**

Non Stop Adz collects personal information like your name, address, gender, occupation, contact details, payment details, financial information, and information about how you purchase and use our products.

### **What we collect straight from you**

We collect most personal information directly from you. For example, you might fill out a form online or give it to one of our representatives on the phone.

Of course, you can choose not to provide your personal information or may just want to deal with us anonymously. If this happens, we may not be able to provide you with the product you've asked for or give you the level of service you expect.

### **What we collect while you are with us**

We also collect personal information during our relationship with you. For example, we may collect personal information:

When you pay your bill or purchase products.

When you join or use our rewards program.

## What we collect from others

Other people might give us personal information about you. We may also collect personal information from other companies that are able to disclose it to us, if it's not practical to collect it from you. For example, we buy or obtain personal information from trusted sources to help us identify people who might be interested in hearing about our products.

We will take reasonable steps to make sure you know we have your personal information, how we got it and how we'll handle it.

## **The Non Stop Adz Group and who we work with**

We may share your personal information within the wider NSA Group.

We also work with a number of other companies, and in certain circumstances may share personal information with them too.

## **Advertising**

Everyone hates being bombarded with ads for things they don't need or have any interest in. Non Stop Adz may use your personal information to send you advertising that is customised or more relevant to your interests, characteristics or general location. This doesn't necessarily mean you'll get more advertising. It just means that the advertising that you see will hopefully be more relevant to you.

## Advertising Non Stop Adz products

Non Stop Adz advertises by mail, phone, email, text, and online via the internet.

## Opting out

We'll make sure that any marketing emails, texts and letters we send you clearly tell you how to opt out, or you can tell our phone staff.

When you opt out, you can choose to opt out of particular direct marketing, or all direct marketing. Of course, there are some types of marketing we can't control on an individual basis, like general letterbox drops or online ads that are not targeted specifically to you.

## **Credit related information**

Non Stop Adz may use personal information to assess your credit situation when setting up an account prior to purchasing products.

## **Security**

We take security seriously. We're committed to protecting your personal information.

Some of the security measures we use include:

Firewalls and access logging tools that protect against unauthorised access to your data and our network.  
Secure work environments and workflow systems that prevent unauthorised access and copying of your personal information.  
Secure server and closed network environments.  
Virus scanning tools.  
Management of access privileges, to ensure that only those who really need it can see your personal information.  
Ongoing training and security reviews.  
These measures are robust, but security risks do change. We will remain vigilant in our efforts to protect your personal information.

### **How to access your personal information**

If you ask us, we will usually give you access to the personal information we hold about you. We will always confirm your identity before giving access to your personal information.

You can ask for access by calling us on 1300 85 26 85. It will really help if you tell us what you're looking for.

There are circumstances under Australian privacy laws where we may not give you access to the personal information we hold about you. For example, we can't give you access if it would unreasonably affect someone else's privacy or if giving you access poses a serious threat to someone's life, health or safety.

There is no cost for accessing the personal information we hold about you.

### **Quality of personal information**

We aim to keep the personal information we hold about you accurate, up-to-date and complete. If you think our records need to be corrected, please call us on 1300 85 26 85.

### **Getting in touch**

We recognise that your personal information is important to you, so please let us know if you have any questions or concerns about this policy or our practices.

You can get in touch with us by:

Phone: 1300 85 26 85 or

Email: [printing@nonstopadz.com.au](mailto:printing@nonstopadz.com.au)

Mail: Non Stop Adz, PO Box 9380 GCMC, QLD 9726

### **Changes**

We'll make changes to this policy if our practices change. Details of recent changes and the date they were made will be detailed below.