

Purpose

We know that how we collect, use, exchange and protect your information is important to you, and we value your trust.

The FGC Privacy Policy details how we protect your privacy and how we comply with the requirements of the Privacy Act 1988 and the Australian Privacy Principles set out in the Privacy Act. This Privacy Policy sets out our approach to gather personal information, and our approach to the use and dissemination of such information.

Scope

This policy applies to customers, suppliers and candidates applying for positions with FGC.

Policy

Access to Personal Information

FGC recognises that any personal information is very important to everyone. We will take reasonable steps to ensure that your personal information is accurate, complete, up to date and relevant. You may request access to your personal information. We will deal with any requests from you to obtain access to your personal information within a reasonable time. If we refuse to provide you with access to your personal information, we will provide you with reasons for refusal.

We rely on the accuracy of the information you provide to us. If you think that we hold information about you that is incorrect in any way, please contact us and we will correct any errors or inaccuracies where required.

How We Collect Personal Information

Because we offer a range of services and products, collecting your personal information allows us to provide you with the products and services you've asked for.

We will, in general, collect personal information directly from you. For example this may be over the phone, correspondence from you via email, faxes, letters, credit applications, on line requests etc.

Type of information collected would include, name, company name, address, phone numbers, email addresses etc.

We may also collect and hold information about you that is not personal information via our websites. This information may include:

- data relating to your activity on our website via tracking technologies such as cookies;
- the identity of your Internet browser, the type of operating system you use, your IP address and the domain name of your internet provider and;
- details of any survey responses you provide

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Credit Information

We will collect your credit information from details included in your application for credit (whether paper based, phone or electronic). In addition to what we say above about collecting information from other sources, other main sources for collecting credit information are:

- credit reporting bodies;
- other suppliers;
- bodies that issue identification documents to help us check your identity; and

Storing of Information

We store information in different ways, including in paper and electronic form. The security of your personal information is important to us and we take reasonable steps to protect it from misuse, interference and loss, and from unauthorised access, modification or disclosure. Some of the ways we do this are:

- confidentiality requirements of our employees;
- document storage security policies;
- security measures for access to our systems;
- only giving access to personal information to a person who is verified to be able to receive that information;
- control of access to our buildings; and
- electronic security systems, such as firewalls and data encryption on our websites.

Use and Disclosure of Personal Information

We collect and use your personal information for:

- consider your request for products and services, including your eligibility;
- process your application and provide you with products and services;
- providing you with the functionality on our website, and customising and improving your online experience with us;
- sending you marketing and promotional activity that we believe you may be interested in.

Personal information may be disclosed to third parties for credit purposes, ie. credit application forms and reference purposes. This will not occur without your permission.

Personal information obtained will not be sold to a third party.

Changes in Policy

This Policy may change. FGC will advise of any changes to this Policy by posting a notification on our website. Any information collected after an amended privacy statement has been posted on the site, will be subject to that amended privacy statement

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