

## **Personal Information**

SIGG Australia may collect, holds and use personal information in the following areas:

- Consumers
- Business Relations<sup>1</sup>
- Employment<sup>2</sup>

Consumer information is usually collected via consumer queries, promotions and competitions. The information may include:

- your name, address, contact number(s) and email address
- information about your preference for goods or services we offer from time to time
- details of any prizes you may have won
- a record of any queries you have made

## **Purposes for collecting the information**

Wherever possible, SIGG Australia collects this information directly from you. We use it for the following purposes:

- to contact you directly about SIGG Australia, its brands, special offers, samples and other promotions
- to reward you for being a loyal SIGG Australia customer
- to inform you of SIGG Australia products or publications we think you might be interested in
- to approve transactions you wish to make
- to confirm your identity
- to provide you with products you have requested
- to follow up or pursue any queries you make
- to conduct consumer research

## **How we manage personal information**

SIGG Australia is dedicated to keeping personal information secure. This includes physical security, computer and network security, communications security and personnel security.

### *Important information on promotions, competitions and other marketing activities for consumers*

All entries become the property of SIGG Australia (and any third parties conducting joint promotions with SIGG Australia) and are held for up to 4 months after the prize draw date. After this, they are then destroyed in a secure manner. SIGG Australia may enter your details into a database for the purpose of contacting you directly about SIGG Australia, its brands, special offers, samples, consumer research and other promotions unless otherwise advised by you.

You can advise us if you would prefer not to be directly contacted by calling +61 3 9737 6844.

You may also request an update or correction of the personal information we hold about you by putting the request in writing to the SIGG Australia Privacy Officer. Contact details are outlined below under 'Access, and correction of details'.

Winners' names and cities will be published in accordance with the terms and conditions of each promotion.

## **Disclosure**

SIGG Australia does not sell, rent or otherwise make available any personal information to third parties. SIGG Australia outsources certain business functions to other organisations. For this purpose, and only for the purpose of providing services to SIGG Australia, personal information may, as required, be transferred to or handled by:

- our related companies
- organisations which provide services to us, such as mailing houses, promotion and advertising agencies and consumer research agencies
- credit reference agencies or other credit providers
- government or statutory authorities that may directly contact you on behalf of SIGG Australia

## **Access and correction of details**

You can access personal information SIGG Australia holds on you by contacting the Privacy Officer in writing. If the information held is inaccurate, incomplete or not up to date you may request SIGG Australia to correct the information.

## **Contact SIGG Australia's Privacy Officer**

If you are concerned about a possible interference with your privacy, please contact the Privacy Officer.

Address: PO Box 352 Lilydale, VIC 3140

Facsimile: +61 3 9735 5199

Email: [info@matterhorntrading.com.au](mailto:info@matterhorntrading.com.au)

## **Changes to the Privacy Policy**

We may update this Privacy Policy from time to time.

**Issued by SIGG Australia, March 2012**

1 Business Relations Personal information of those with whom we have business relations typically relates to that information necessary for the proper and efficient conduct of business.

2 Employment Personal information collected from our contractors, as with Business Relations above, typically relates to that information necessary for the proper and efficient conduct of business, especially in relation to the engagement of the contractor's services. Information is also collected from potential employees in the recruitment process.