

PRIVACY POLICY

We are committed to protecting your privacy in accordance with the Privacy Act 1998 (Cth). This Privacy Policy describes our current policies and practices in relation to the handling and use of personal information.

What information do we collect and how do we use it?

We will ask you for personal information when we assist you. We use the information you provide to advise about and assist with your needs. We do not share your information with any third party unless it is vital in completing your job.

We also use your information to send you requested product information and to enable us to manage your ongoing relationship with us e.g. invoicing, client surveys etc. We may do so by mail or electronically unless you tell us that you do not wish to receive electronic communications.

We may occasionally notify you about promotions, new services and special offers, events or articles we think will be of interest to you. We may send you regular updates by email or by post. If you would rather not receive this information, email or write to us.

We may also use your information internally to help us improve our services and help resolve any problems.

How do we hold and protect your information?

We strive to maintain the reliability, accuracy, completeness and currency of the personal information we hold and to protect its privacy and security. We keep personal information only for as long as is reasonably necessary for the purpose for which it was collected or to comply with any applicable legal or ethical reporting or document retention requirements

We hold the information we collect from you in a locked filing cabinet. Once we have soft copies of all documentation, all hard copies will be destroyed with a paper shredder.

Will we disclose the information we collect to anyone?

We do not sell, trade, or rent your personal information to others.

We may provide your information to others if we are required to do so by law or under some unusual other circumstances which the Privacy Act permits.

How can you check, update or change the information we are holding?

Upon receipt of your written request and enough information to allow us to identify the information, we will disclose to you the personal information we hold about you. We will also correct, amend or delete any personal information that we agree is inaccurate.

If you wish to access or correct your personal information, please write to info@newcastlegas.com.au

We do not charge for receiving a request for access to personal information or for complying with a correction request.

Your consent

By submitting an enquiry, you consent to the collection and use of the information you have provided to us for the purposes described above.

Internal Dispute Resolution

If you do have a complaint, please let us know by email, because if we don't know about it we can't fix it. You may also contact us by email addressed to; info@newcastlegas.com.au. Please make sure you include as much information as you can.

You should explain the details of your complaint as clearly as you can. You must do this in writing. When we receive a complaint, we will attempt to resolve it promptly.