



Terms, Conditions & Privacy Policy

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Optimum Recoveries Pty Ltd

TERMS & CONDITIONS / PRIVACY POLICY

Legal

© 2009 Optimum Recoveries Pty Ltd (ABN 14 135 916 219) and its licensors.

Every effort has been made to ensure that the information on this web site is accurate, however you are advised to contact us before acting on any information contained herein. Optimum Recoveries cannot be held responsible for the content of third-party web sites.

Privacy Policy

Optimum Recoveries Pty Ltd is committed to protecting your privacy.

Optimum Recoveries undertakes that it will treat all personal information provided to it in accordance with the National Principles for the fair handling of personal information, pursuant to the Privacy Act 1998 (as amended). If you have any questions at all regarding the collection, storage, use or disclosure of your personal information by Optimum Recoveries, please phone us in the first instance, or use the 'contact us' button on this web site.

Optimum Recoveries may release information about you where there is a duty to the public to disclose that information, where we are required by law or where the interests of Optimum Recoveries require disclosure. However, Optimum Recoveries will not sell or disclose your information to any individual or entity outside the Optimum Recoveries group of companies or approved business partners without your permission.

Information We Collect

Two types of information are collected:

- Personal, or "individually identifiable," information you provide to us; and
- Standard web server/visitor traffic information commonly referred to as "aggregate information," regarding overall website traffic patterns. Normally, web servers collect this type of basic information as part of their web log processes. We only use this information for statistical, reporting and website administration and maintenance purposes. It is not used in a way that individually identifies you, and we do not report on individual users.

Collection and use of Personal Data

Optimum Recoveries does not collect or record personal information, other than information you choose to provide through the online forms on this website.

If you do submit online forms containing personal information, we will use that information to respond to your message. The main purpose of collecting and using personal information submitted through our site is to ensure that we are speaking with the correct person and to respond to enquiries or feedback from this site. The information gathered will only be used to complete your request unless specifically stated on a particular form.

Information provided by you will be handled in accordance with Australian privacy laws. We maintain strict privacy standards and procedures with a view to preventing unauthorised access to your data by anyone other than Optimum Recoveries. Email addresses and any other contact details you provide will not be added to a mailing list without your consent.

Third Party Information

We will not disclose your personal information to a third party without your consent, unless we are required or authorised to do so by law or other regulation. In the unlikely event of an investigation into suspected unlawful or improper activity, a law enforcement agency or government agency may exercise its legal authority to inspect the web server's records (e.g. in relation to hacking or abusive messages).

Cookies

We do not use cookies on our site. A cookie is a block of data that is shared between a web server and a user's browser. Cookies give the server information about a user's identity and website visiting patterns and preferences. You can find more information about cookies at the Microsoft website.

Security of your Personal Data

The protection of personal privacy is a priority of Optimum Recoveries.

This website does not provide facilities that guarantee secure transmission of information over the internet. You should be aware that there are risks in transmitting information across the internet, including online forms and email. If you are concerned about conveying sensitive or personal material to Optimum Recoveries over the internet, contact us by telephone to discuss the matter.

Amend/update information

If you believe that any information held by us about you is incorrect or incomplete you should contact us to amend this information. Any information which is found to be incorrect will be corrected as soon as possible.

Access Rights

You have the right to access personal data that is held about you. To obtain a copy of your personal information we hold, please contact us in writing.

In protecting your privacy, we must be sure that you (or your authorised representative) are the person making the request for information, for that reason, when submitting your request, please provide:

1. All your contact and identification details: This includes your full name, business and/or company name, phone, fax and mobile numbers, email and postal addresses.
2. Specific details of the information you would like to receive.

Requests for information should be sent via email to: privacy@optimumrecoveries.com.au

If you do not have access to email, you can either fax or mail your request to:

Optimum Recoveries Pty Ltd

Level 18, 333 Ann Street, Brisbane, QLD 4000

Fax: 07 3041 0497

Notification of changes to the Privacy Statement

Optimum Recoveries may change the content or services found on our website at any time without notice; consequently our Privacy Statement may change at any time also without notice.

Web Site

When you request information through this web site, we need to know your e-mail address or, where you wish it to be sent by post, your name and postal address. We use this to send to you the information you request in the form that you require.

When you send feedback we ask for your e-mail address and telephone number in order to thank you for your contribution and request more information if required. If you provide feedback to us you agree that information shall be deemed to be non-confidential and Optimum Recoveries may use such information on an unrestricted basis

The information that Optimum Recoveries may collect from you will be held by Optimum Recoveries, its agents, and Internet Service Provider to enable you to access this web site. You may request access to and correction of your information at any time. If you wish to change or delete any of the information you have entered whilst visiting our web site email Optimum Recoveries via the 'contact us' button on this web site.

These terms and conditions relate to the use of this web site and are governed by the laws in force in the State of Queensland, Australia. Unauthorised access of this web site and associated software is unlawful and may result in legal proceedings.