

PRIVACY POLICY

InVista Audio Visual is strongly committed to protecting the privacy of personally identifiable information collected about our customers. For the purposes of this Privacy Statement, the word customers includes visitors to our web sites, users of our services and purchasers of our products. We are bound by the National Privacy Principles in the Privacy Act 1988 in relation to the handling of personal information.

The purpose of this Privacy Policy is to tell you what kind of information we may gather about you, how we may use that information, whether we disclose it to anyone, and the choices you have regarding our use of, and your ability to correct this information.

Personal Information

We collect personal information when we provide our services to you or you purchase products. Generally we will tell you why we are collecting information when we collect it and how we plan to use it or these things will be obvious when we collect the information.

We usually collect personal information directly from you although sometimes we may use agents or service providers to do this for us. We may also acquire lists from other sources, both from other companies and from other public documents.

Collection of information

Some information provided to us by clients, customers, contractors and other third parties might be considered private or personal. Without these details we would not be able to carry on our business and provide our services to you. We will only collect such personal information if it is necessary for one of our functions or activities.

In particular, personal information is collected from people in the following situations by InVista.

- If you contact InVista, we may keep a record of that correspondence.
- When you establish or access an account or order product.
- When you conduct certain types of transactions such as cheque purchases or refunds
- When you submit your e-mail address to our web site mailing list.
- When you place an order on our web-site to purchase goods we may require you to provide us with contact information including your name, address, telephone number or email address and financial information (such as credit card details).

Financial information that is collected via the web site is used by us to bill you for products and services. Any financial information that is collected is for the purpose of transaction approval and funds transfer. The financial information we collect from you is strictly confidential and held on secure servers in controlled facilities.

At or before the time the personal information is collected by us, we will take reasonable steps to ensure that you are made aware of who we are, the fact that you are able to gain access to the information held about you, the purpose of the collection, the type(s) of organisations to which we usually disclose the information collected about you, any laws requiring the collection of the information and the main consequences for you if all or part of the information is not collected.

Use of Information and disclosure of personal information to others

We usually collect personal information such as your name, address, telephone number, and in some instances, your financial details. As a general rule we do not collect sensitive information. However, if we do, it will usually be for the purposes of providing our products or services and if the law requires us to, we will seek your consent to collect it.

We use your information to provide our product and services to you, to fulfil administrative functions associated with these products and services, for example billing, to enter into contracts with you or third parties and for marketing and client relationship purposes.

We may share your information with other companies as is necessary to provide our products or services to you, within Australia. We or they may also use your personally identifiable information to assist us in improving our products and services and any of us might be in touch to let you know about goods, services, or promotions which may interest you.

In addition we are permitted to use or disclose personal information held about you:

- Where you have consented to the use or disclosure
- Where we reasonably believe that the use or disclosure is necessary to lessen or prevent a serious, immediate threat to someone's health or safety or the public's health or safety
- Where we reasonably suspect that unlawful activity has been, is being or may be engaged in and the use or disclosure is a necessary part of our investigation or in reporting the matter to the relevant authorities
- Where such use or disclosure is required under or authorised by law (for example, to comply with a subpoena, a warrant or other order of a court or legal process)
- Where we reasonably believe that the use or disclosure is necessary for prevention, investigation, prosecution and punishment of crimes or wrongdoings or the preparation for, conduct of, proceedings before any court or tribunal or the implementation of the orders of a court or tribunal by or on behalf of an enforcement body

Security and storage

InVista places a great importance on the security of all information associated with our customers, clients and contractors. We have security measures in place to attempt to protect against the loss, misuse and alteration of personal information under our control.

- Personal information is de-identified or destroyed securely when no longer required by us.
- InVista retains the information you provide to us including your contact and credit card details to enable us to verify transactions and customer details and to retain adequate records for legal and accounting purposes. This information is held on secure servers in controlled facilities.
- Information stored within our computer systems can only be accessed by those entrusted with authority and computer network password sanctions.
- No data transmission over the Internet can be guaranteed to be 100 per cent secure. As a result, while we strive to protect users' personal information, InVista cannot ensure or warrant the security of any information transmitted to it or from its online products or services, and users do so at their own risk. Once InVista receives your transmission, it makes every effort to ensure its security on its systems.
- Ultimately, you are solely responsible for keeping your passwords and/or account information secret. You should be careful and responsible whenever you are online.

Use by Third Parties

InVista may disclose your information to its service providers and contractors from time to time to help us to provide and market our products and services to you. If we do this we generally require these parties to protect your information in the same way we do.

We use third-party companies to provide analysis of visitors to our website. These companies may use information (not including your name, address, email address, or telephone number) about your visits to this and other websites via cookies in order to provide advertisements about goods and services of interest to you.

The cookie information described is provided to analytics services and advertisers who provide us with value added services.

Security

InVista strives to ensure the security, integrity and privacy of personally identifiable information of our customers. We use a variety of physical and electronic security measures to keep personal information secure from misuse, loss or unauthorised use or disclosure.

Unfortunately, no data transmission over the Internet can be guaranteed to be totally secure.

Access to Personal Information

You have a right to access most personal information we hold about you. To request access, please contact our privacy officer:

Privacy Officer
InVista Audio Visual
Unit 31, 24 Anzac Ave
Smeaton Grange NSW 2567
Ph: 1300 263 828
Email: admin@invista.com.au

Online Links to Third Party and Co-Branded Sites

InVista may establish relationships with business partners that allow visitors to our Internet sites to link directly to sites operated by these partners. Some of these sites may be "co-branded" with our logo; however, these sites may not be operated or maintained by or on our behalf. These sites may collect personal information from you that may be shared with us. This Privacy Statement will apply to any personal information we obtain in this manner.

InVista is not responsible for the content or practices of web sites operated by third parties that are linked to our sites. These links are meant for the user's convenience only. Links to third party sites do not constitute sponsorship, endorsement or approval by GSE of the content, policies or practices of those third party sites. Once you have left our site via such a link, you should check the applicable privacy policy of the third party site.

For further information

If you have a complaint about our Privacy Policy or the collection, use or safe disposal or destruction of your personal information, your complaint should be directed in the first instance to our privacy officer.

Changes to InVista privacy policy

If we decide to change the InVista Privacy Policy, we will post those changes on our website.