

# Privacy Policy

**By visiting [www.idwala.com.au](http://www.idwala.com.au), YOU ARE CONSENTING TO OUR PRIVACY POLICY.**

This Privacy Policy describes how iDwala Pty. Ltd. (IDWALA) collects, uses, discloses and protects your personal information.

iDwala is committed to ensuring that your privacy is protected. If a customer's personal information is collected by iDwala when they access or use our products, services or our websites ([www.idwala.com.au](http://www.idwala.com.au)) customers can be assured that it will only be used in accordance with this Privacy Policy.

By submitting your personal information to us and/or by accessing or using our website, you confirm your acceptance of the terms of this Privacy Policy and consent to your handling of your personal information as described in this Privacy Policy.

We may change this Privacy Policy from time to time. The latest version of this Privacy Policy will be seen on our website. If you do not agree with the terms of this Privacy Policy, please do not provide us with your personal information.

## **What we may collect**

Some of the following information may be collected:

- First and last name;
- Email address, mobile and phone number;
- Postal address;
- Financial information to invoice;
- Names, email addresses, phone numbers and postal addresses of your contacts.

iDwala may collect your personal information in a variety of ways, for example, when you visit or use our website, when you acquire our products and services, if you are engaged as a subcontractor, or when you contact us.

You are under no obligation to provide us with your personal information and you may visit the Website and deal with us anonymously.

## **Collected Information**

iDwala collects personal information for the following purposes:

- contact customers for auditing or market research purposes. We may contact customers by email, phone, fax or mail;
- customise forms or our website according to the interests of customers;
- contact you or respond to your queries and feedback;
- provide products and services;
- internal business purposes such as record keeping;
- improve our products and services and the content of our website;
- market our products and services to you, for example, sending you promotional emails about new products, special offers or other information or events which may be of interest to you;
- any purpose required for us to comply with our legal and regulatory obligations.

### **Sharing Information**

Personal information is collected can result in some personal information being disclosed to third parties, where there is a valid reason or it is required for the operation of our business. External parties to whom personal information may be disclosed include, but are not limited to:

- auditors, solicitors, and other professional consultants;
- suppliers and contractors, whom we may engage to assist us in the management of our business and the provision of our products/services to you;
- insolvency practitioners such as Administrators, Receivers, Liquidators;
- government departments, bodies or agencies or law enforcement bodies (where required or authorised by Law);
- IT and communications service providers, such as message sending services, website hosting services and database/information storage services.

### **Website Links**

Our website may contain links to or from third party websites. These websites are not subject to this Privacy Policy or our privacy practices and procedures and we are not responsible for the content or privacy practices of these third party websites. This Privacy Policy applies solely to the management of personal information by iDwala.

### **Personal Information Security**

iDwala is committed to ensuring that the personal information we collect is secure. iDwala takes such steps as are reasonable to secure and protect your personal information from misuse, interference and/or unauthorized access, modification or disclosure.

## **Requesting Access to or Correction of Personal Information**

iDwala takes such steps to ensure that the personal information we collect and hold about you is accurate, up-to-date and complete. You may request details of the personal information which we hold about you. If you believe that any information we are holding about you is incorrect or incomplete, please write to or email iDwala as soon as possible.

Once we receive a request for access and/or correction, we will endeavor to respond to that request within a reasonable period after the request is made and promptly correct any information found to be incorrect.

## **Concerns about personal information**

If you have any concerns about our handling or treatment of your personal information or if you believe your privacy has been breached, please contact us using the [Contact form](#) on this website, setting out the nature of your complaint.

We will investigate your complaint and endeavor to provide you with our response within a reasonable time of receiving your complaint. If after receiving our response, you still consider that your privacy complaint has not been resolved, you may refer your complaint to the Australia Privacy Commissioner at <http://www.oaic.gov.au>.