

# PRIVACY POLICY

## **Protecting Your Privacy is important to us.**

1. The Privacy Act 1988 (Cth) (the **Privacy Act**) imposes obligations on Us in relation to the collection, security, quality, access, use and disclosure of personal information. Our obligations are detailed in the Privacy Act, including the Australian Privacy Principles (**APPs**).
2. Your privacy is important to Us. We will comply with the Privacy Act and the APPs.
3. Our contact details are displayed in store and are also contained in Your Original Documents.
4. We are collecting Your personal information for the following purposes, being to:
  - (a) provide Your Product with Device Deal Extended Warranty to You;
  - (b) investigate, assess and provide You with Your entitlements under Your Device Deal Extended Warranty
  - (c) conduct market research; and
  - (d) provide You with information and offers about Our products and services, (collectively, the **Purposes**).
5. We will usually collect Your personal information for the Purposes when You purchase Your Product with Device Deal Extended Warranty from Us.
6. We may disclose Your personal information to third parties to fulfil one or more of the Purposes. Some of these third parties may be located overseas. The third parties to whom We are likely to disclose your personal information in order to fulfil one or more of the Purposes.
7. If We are unable to collect Your personal information, then We may be unable to fulfil one or more of the Purposes.
8. Our aim is to handle Your personal information in accordance with Our obligations under the Privacy Act.
9. If You require further information on the Privacy Act or in relation to the way We collect, handle, store and disclose Your personal information, please refer to Our privacy policy which can be viewed in store or request Us to provide a copy for You to read in Your own time.
10. Our privacy policy also contains details about how You may access personal information about You that is held by Us, and seek the correction of such information. Our privacy policy also explains how You may complain about a breach of the Privacy Act and how We will deal with such a complaint.
11. If you have any questions or queries in relation to the collection of Your personal information, please contact us on our phone number or email.

## **We take Our customer service seriously and want to hear about any problems that You may have had with Your claim or the level of service.**

To notify Us of these issues, please collect all the relevant information on Your query and direct it to The Device Deal Services team at the address on our website. We will confirm the receipt of Your complaint within 48 hours of receiving it. We will endeavour to have a resolution to Your complaint within 5 working days.

If You have any questions or queries about Device Deal Extended Warranty, please don't hesitate in contacting Us.