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**DESIGN  
INSTALLATION  
SERVICE  
MODERNISATION**

## Privacy Policy

### Introduction

The privacy of your personal information is important to JPS (JPS Lifts Pty Ltd & Elex SA Pty Ltd, trading as JPS Lifts). We are committed to respecting your right to privacy and protecting your personal information. We are bound by the Privacy Act 1988 (Cth) and the National Privacy Principles contained in the Privacy Act, as well as other applicable laws and codes affecting your personal information. Our staff are trained to respect your privacy in accordance with our standards, policies and procedures.

### About this Privacy Policy

This Privacy Policy outlines how we manage your personal information. It also describes generally the sorts of personal information held and for what purposes, and how that information is collected, held, used and disclosed.

Our Privacy Policy applies to all your dealings with us whether at our showroom, through our employees, contractors, third party credit providers or other third party service providers, via our website or an adviser.

A copy of this Privacy Policy is available on our website at [www.jpslifts.com](http://www.jpslifts.com)

### Collection of personal information

JPS collects both personal information and anonymous information. We collect personal information about you and your interactions with us, for example when you purchase a lift or parts from us or visit our website.

Personal information is collected only from your direct purchases, requests and correspondence, and only after you have consented to JPS using this information by way of accepting this Privacy Policy.

JPS also collects information based on your use of our services. Your web browser automatically provides us with the type of browser you are using, when you visited JPS, your top level domain name (for example .com, .gov, .au, etc.), the address of the website that directed you here, your server's IP address and which pages you viewed.

We will not combine information collected from your browser or device with personal information you have submitted without your prior consent. We only use this information for statistical and internal purposes including improving the functionality of JPS's website for our users.

From time to time, JPS may invite you to participate in surveys. These surveys are designed to ensure that our products and services as relevant to you as possible. JPS will always advise if the survey is anonymous or if your participation will be linked to you in any way.

## What do we do when we get information we didn't ask for?

Where we receive unsolicited personal information about you, we will check whether that information is reasonably necessary for our functions or activities. If it is, we'll handle this information the same way we do with other information we seek from you. If not, we'll ensure we do the right thing and destroy or de-identify it.

## Use of personal information

JPS will use personal information provided to us for our primary purposes and secondary purposes. By agreeing to this policy, you consent to JPS using your personal information for the following:

### Primary purposes

1. Providing you with products and services you have ordered, or contacting you in relation to these orders
2. Answering direct enquiries
3. Informing you of new products which may be of interest to you
4. Providing customer service
5. Complying with legal obligations where necessary
6. Allowing us to run our business and perform administrative and operational tasks, such as:
  - training staff;
  - developing and marketing products and services;
  - risk management;
  - systems development and testing, including our website and other online channels;
  - undertaking planning, research and statistical analysis;

### Secondary purposes

- Billing and account management
- Improving our products, services and website
- Improving our marketing and promotional efforts
- Improving the accuracy of the personal information we hold

Personal information will not be used for any other purpose without the consent of its provider unless JPS is required by law to disclose that information. JPS may be required to disclose personal information to third parties in order to provide a service that you requested.

Other than in circumstances such as these, JPS will not disclose personal information provided, such as name, address, email address or telephone number, to any organisation or person outside JPS unless the provider has authorised JPS to do so.

We may also use your personal information to get a better understanding of your needs. Unless you tell us otherwise, we may use this information to bring you products and services which we believe will benefit our customers. Upon receiving new products and services for the first time, our customers will be given the option to opt-out immediately of receiving future offerings of the item in question. If our customers are receiving promotional information from JPS and do not wish to receive this information any longer, they can email "Unsubscribe" to JPS on [lifts@jpslifts.com](mailto:lifts@jpslifts.com).

## Exchanging your personal information

JPS also hosts white papers and reports on its site which are produced, distributed or sponsored by third parties. In ordering third party content made available through the JPS network, you are providing permission for JPS to provide your personal information to the sponsor or third party to ensure your order can be fulfilled.

## Direct Marketing

You consent to JPS using and/or disclosing any personal information collected from you for direct marketing purposes, whether collected via telephone, the website, or otherwise, but subject to the terms of this Privacy Policy.

Unless otherwise provided in this Privacy Policy and in accordance with the Privacy Act, JPS retains the right to use and disclose your personal information for direct marketing purposes:

1. that has been collected from you in circumstances where:
  - you have provided consent to do so; or
  - it is within your reasonable expectations; or
  - where it is impracticable to obtain your consent;
2. that has been collected from any third party in circumstances where:
  - you have provided consent to do so; or
  - it is impracticable to obtain your consent.
3. In each direct marketing communication, we will include:
  - a statement appearing on the relevant piece of marketing material notifying you of your right to opt out from further direct marketing communications; and
  - simple means for you to opt out of receiving further direct marketing communications of that kind.

Should you choose to opt out, we will stop using your personal information for direct marketing purposes.

JPS will not use your sensitive information for direct marketing purposes.

## Anonymous information

JPS may use anonymous information collected from you for internal purposes including improving our products and services.

Some anonymous demographic information may be provided to advertisers so they can assess whether they wish to participate in advertising or this information may play a role in the design of their advertisements for the website. All information disclosed in these circumstances will be stripped entirely of all personal information. Your personal information will not be disclosed.

## Links to other websites

JPS provides links to other websites when we consider you may be interested in the content on those sites. This in no way constitutes an endorsement of those sites or their content and JPS has no control over the conduct of the companies or organisations operating those sites. Before you disclose any personal information to such a site, we advise you to check its terms and conditions, including its privacy and security policies.

## JPS's use of "cookies"

JPS uses cookies to manage user access and subscriptions. A cookie is a small text file that a server places on your hard drive to identify that subsequent requests to a site have come from the same user. JPS uses cookies to 'remember' your browser between page visits.

Cookies are pieces of information that a website can transfer to an individual's computer hard drive for tracking user navigation and customising site information to further improve the user experience. Cookies can make using JPS's website easier, for example by storing information about your preferences on a particular website. The use of cookies is an industry standard and you'll find most major websites use them.

## **Storage and security of your details**

JPS takes all reasonable steps to keep any information that it possesses about you is secure. We encourage our customers to play an important role in keeping their personal information secure, by maintaining the confidentiality of any passwords and account details used on our websites. It is our customer's sole responsibility to maintain such confidentiality and JPS will not be liable for any damage, loss or expense suffered due to such disclosure.

## **Customers accessing their information**

Customers can request their personal information we hold by contacting us by one of the methods listed at the end of this Privacy Policy. There is no fee for making such requests and we will endeavour to make the information available within 28 days of the initial request. JPS reserves the right to confirm the customer's identity before providing them with this information.

JPS takes reasonable precautions to ensure that the personal information we collect and use is complete, relevant and up-to-date. However, the accuracy of the personal information we receive depends to a large extent on the information provided to us. We recommend our customers let us know if there are any errors in their personal information by contacting JPS.

## **Keeping your personal information accurate and up-to-date**

We aim to make sure that the personal information we collect, use or disclose is accurate, complete and up-to-date. We will take reasonable steps to make sure this is the case. This way we can provide you with better products and services.

If you believe your personal information is not accurate, complete or up to date, please contact us.

## **Changes to this Privacy Policy**

We reserve the right to change, modify or update this Privacy Policy at any time, without liability to you, by posting the revised version on our website. The revised version shall take effect immediately upon posting. You should therefore refer to this privacy policy on our website regularly.

## **Making a complaint**

If a customer has a concern about their privacy, they have a right to make a complaint and JPS will do everything to put matters right.

To lodge a complaint, customers are to contact JPS as provided below. JPS will review your complaint and endeavour to resolve it immediately.

We acknowledge every complaint we receive and provide contact details of the investigating officer. We keep you updated on the progress we're making towards resolving your issue.

Usually, it takes only a few days to resolve a complaint. However, if we're unable to provide a final response within 30 days, we'll contact you to explain why and discuss a timeframe to resolve the complaint.