



Privacy Policy

Date: 26/09/2017

Revision: 2.11.3

Your privacy is important

VOCPHONE is committed to protecting the privacy of your personal information. This Privacy Policy explains how we collect, use and disclose information about our customers, suppliers, their employees and people who apply for employment with us. It also explains how to contact us if you have any questions about the management of your personal information or would like to access the personal information we hold about you.

What information do we collect?

Generally, the information we collect about customers includes your name, home or work address, delivery address, phone number, payment, credit and billing information, and e-mail addresses. We also collect demographic information, which is not unique to you, such as your postcode, age, gender and shopping preferences, interests and favourites. When you visit our websites, we may also collect information about your computer, including your IP address.

We also collect information about your use of our website using cookies. You can choose to decline cookies, but if you do so, you may not be able to fully experience our online interactive features.

How we collect and hold information

Where it is reasonable and practicable to do so, we collect your personal information from you directly when you purchase products or services from us, or enter into arrangements with us, provide feedback/complaints to us or register your details with us or one of our business partners (for example, in connection with PayPal) Depending on the product or service we provide to you, we may collect your personal information from third parties. Information about suppliers' employees is usually collected from the supplier. Information about potential employees is usually collected during the recruitment process.

Why we collect and how we use information

We collect and use your information to:

- sell, hire, deliver, administer, improve and personalise our products and services;
- source products for sale, transport products and ensure our suppliers are compliant with our ethical sourcing policy and applicable labour laws and standards;
- process payments and services and to deal with your feedback or complaints and provide refunds and discounts;
- better understand our customers' requirements and preferences, conduct product and market research, personalise and improve our service and to provide offers that are of greater interest or benefit to you;
- to communicate with you and to operate the customer service center;
- undertake and administer promotions, competitions, in-store events, marketing activities, direct marketing, database compilation, analysis of trends and demographics and other marketing or promotional activities;
- manage our stores, supply arrangements and inventory and administer our websites;
- protect against fraud and theft;
- complete other transactions with you or on your behalf;
- recruit and assess future employees; and
- maintain and update our records.

From time to time, we may also use your personal information to send you targeted news, offers and promotions of our products and services. If you do not wish to receive these communications you can opt-out by contacting us at the address listed below.

Accessing and correcting your information and questions

You can request access to your information or that your information be corrected by contacting us at the address below.

If you have a question about this Policy or wish to make a complaint about the way we have collected, used, held or disclosed your personal information, please contact us at the address below. We may need to contact you for further details.

Contact: 1300 663 222

Email: info@vocphone.com

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