

Privacy Policy

Grand Final Technologies is committed to protecting your privacy and the privacy of any personal information provided to us.

We will ensure the confidentiality of our customer's personal details and respecting the privacy of the information provided. Our collection, use, storage, and disclosure of personal information is regulated by Australian privacy law.

We are required to comply with privacy law and we are bound by our own strict professional obligations to preserve the confidentiality of information we receive.

The information we collect will be used for the purpose of which it was collected. Any disclosure of the information will be for these purposes or as required by law or court order. We may also retain contact details to enable us to provide customers with information about related issues, news about Grand Final Technologies and the services we provide.

What personal information do we collect?

To enable us to provide quality service we need to collect a broad range of personal information from our customers, prospective customers, and other parties who can assist us in conducting our business.

This information includes but is not limited to:

(a) information that identifies customers, such as their name, date of birth, address, telephone number, e-mail address, bank account or credit card details and any other information provided by them, as well as any information provided by them about third parties, such as a name and delivery address;

(b) account transaction information including credit, debits and account details for any purchases made via the Website; and

(c) historical commentary regarding any conversations held between our users and Grand Final Technologies.

How do we collect the personal information?

We collect information in a variety of ways – in person, in writing, by telephone, through our website, and by other electronic channels. Grand Final Technologies may collect information in a number of ways, including but not limited to:

(a) directly from you, when you submit information online or provide information by phone or in documents; and

(b) any other form of information submitted to us by you or any other person such as third parties who submit your name and address, as a point of contact and/or delivery address.

(c) via agents or service providers, via other websites or via lists from other sources both from other companies and from other public documents and via strategic partners.

Why do we need to collect this information and what do we do with it?

We need to collect personal information to ensure we provide quality services. We need information to determine the type of service required. We reserve the right to exclude customers who are anonymous or who do not provide us with sufficient information.

We may need to disclose personal information to various organisations and/or parties (such as delivery service providers, information technology services providers, marketing service providers, market research agents, business partners and affiliate companies of Grand Final Technologies) from time to time to help us to provide and market our goods and services to you. In some instances, we may need to disclose personal information to organisations and/or parties in a foreign country where, for example, this disclosure or transfer of personal information is necessary to enable the performance of our services (such as customs departments and postal services).

Such disclosure will be only for purposes related to the primary purpose for which your personal information was collected, and will not be for any purpose that you would not reasonably expect.

For all other purposes, your consent is generally required prior to disclosure of personal information, however we may still use or disclose that information if:

(a) we subsequently notify you of the intended use or disclosure and you do not object to that use or disclosure;

(b) we believe that the use or disclosure is reasonably necessary to assist a law enforcement agency or an agency responsible for government or public security in the performance of their functions; or

(c) we are required by law to disclose the information.

We will preserve the content of any e-mail you send us if we believe we have the legal requirement to do so.

Your e-mail message content may be monitored by us for trouble-shooting or maintenance purposes or if any form of e-mail abuse is suspected.

Personal information which we collect may be aggregated for analysis but in such circumstances we would ensure that individuals remain anonymous.

If you request us not to use personal information in a particular manner or at all, we will adopt all reasonable measures to observe your request.

Who will see or have access to your personal information?

Individuals are entitled to request access to any personal information relating to them that has previously been supplied to us over this Website. They are entitled to edit or delete such information unless we are required by law to retain it.

We will process requests within a reasonable time, usually 21 days for a straightforward request or 42 days if it is more complicated. More time may be needed, depending on the nature of the request. Appropriate identification of the individual concerned will be confirmed before access is provided.

There is no fee charged for requesting access to your personal information, however we may

charge you for the reasonable cost of processing your request.

In certain circumstances, we are permitted by the Privacy Act to deny such requests for access, or to limit the access we provide. If we refuse or limit your access to your personal information, we will inform you of the reason why.

What if I want to check what personal information you hold about me?

Subject to certain legal restrictions, we will tell individuals what personal information we hold about them on request. If you believe there are errors in the records we hold about you, please let us know and we will investigate and seek to correct any inaccuracies.

Grand Final Technologies
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What if I want further information or have a complaint or concern about the privacy protection of my personal information by Grand Final Technologies?

If you would like further information on our privacy policy or if you have any concerns over the privacy protection of the information you have given us or that we have collected from others, please email us at privacy@grandfinaltechnologies.com

If you are not happy with our response, you can contact the Office of the Federal Privacy Commissioner in Australia at www.privacy.gov.au or telephone 1300-363-992 (Australia).

We may amend this Privacy Statement from time to time. Not all changes to our Privacy Statement will require the consent of our users, for example where office security procedures are changed. We will notify our users of any change to our information handling statement that requires your consent before implementing.

This Privacy Statement was last updated on 1st October 2009.