



PRIVACY POLICY

This document sets forth the Privacy Policy for Andrew Wright Auctioneers & Valuers (hereafter referred to as AWAV); website: www.wrightvaluers.com.au.

AWAV is committed to providing you with the best possible customer service experience. AWAV is bound by the Privacy Act 1988 (cth), which sets out a number of principles concerning the privacy of individuals.

References to "AWAV", "we", "us" "our" and other similar terms is, in each case, a reference to Andrew Wright Auctioneers & Valuers (ABN 27 350 118 736).

Terms such as "User" or "Client" refers to the individual or company that transacts or wishes to transact business with AWAV.

"Personal Information" refers to information or an opinion about an identified individual or company, who can reasonably be identified by accepted means of identification such as Driver's Licence, Passport, Company Registration etc.

1. Collection of your personal information

The website www.wrightvaluers.com.au can be viewed without personal information being stored.

However, to be registered for SMS Advertising, Email Advertising, Phone Bidding, to conduct business as a vendor or buyer, the Client is required to submit personal information. This information will be used to identify the Client.

If the User/Client requires pre/post-purchase support/service, or has a complaint/comment to make about the quality of AWAV services,

they can contact us and we will need to request for personal information in order to provide assistance.

2. Sharing of your personal information

AWAV may occasionally hire other companies to provide services on our behalf; including but not limited to processing transactions, engaging customer freight transport, advertising, handling customer support enquiries etc.

Those companies will be only be provided with personal information needed to deliver their service.

AWAV takes reasonable steps to ensure that these companies are bound by confidentiality and privacy obligations in relation to the protection of your personal information.

AWAV will not distribute or sell personal information provided by Clients/Users of AWAV services.

3. Collection and Use of your personal information

Information will be requested of the Client/User in the following ways:

- A Bidder's Registration Form needs to be completed prior to purchasing goods or placing a bid at an auction.
- Emails with personal contact details such as name, phone no. and email address will be collected if the Client/User wishes to be kept informed about upcoming auctions.
- Vendors & Purchasers can provide contact details for identification and delivery of goods.

If requested personal information is not supplied by the Client/User/Vendor, then business or purchase cannot be transacted.

Submission of personal information can be made in the following manner:

- Written – letters
- Verbal
- Electronically – emails or copies of documents

Clients/Users can request via phone, letters or email, to have their contact details removed from SMS, Email and Direct Marketing/Advertising.

Contact details for transacting business i.e. by Vendors and Purchasers will be retained in accordance with current legislation.

4. Changes to this Privacy Policy

In the future, AWAV may wish to use collected information for unanticipated and new uses not currently disclosed in this Privacy Policy.

Under these circumstances, AWAV Privacy Policy will be altered to reflect the unanticipated and new uses.

AWAV reserves the right to make amendments to this Privacy Policy at any time. If users of the AWAV website have objections to the Privacy Policy, they should not access or use the website www.wrightvaluers.com.au.

5. Accessing Your Personal Information

Users of the AWAV website have a right to access their personal information, subject to exceptions allowed by law.

Users of the AWAV website who wish to access their personal information can contact us by letter (in writing) for security reasons.

AWAV reserves the right to charge a fee for searching and providing access to User information on a per request basis.

6. Contacting us

AWAV welcomes User comments regarding this Privacy Policy. If Users have any questions or comments about this Privacy Policy and would like further information, please contact us by any of the following means during business hours Monday to Friday:

Post: P.O. Box 267, Glenorchy, Tasmania, Australia, 7010

Phone: 03 6273 9000

Mobile Phone: 0419 483 710

Email: admin@wrightvaluers.com.au