

PRIVACY POLICY

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Hurl Nu-Way Pty Limited (ABN 80 000 014 639) ("Hurl Nu-Way" "HNW"), its subsidiaries and other related companies, are committed to providing you with quality service at all times. This includes protecting your privacy. This Privacy Statement tells you how HNW manages the personal information that we collect. Also, it briefly tells you how HNW may use and/or disclose your information and how to contact us to discuss your privacy concerns.

From 21 December 2001, we are bound by the Commonwealth Privacy Act 1988 and its National Privacy Principles. Nothing in this Policy changes HNW's existing obligations under the credit reporting requirements of the Privacy Act.

Your Personal Information

Personal information is information or an opinion, in any form and whether true or not, about an individual whose identity is apparent or can reasonably be ascertained from the information or opinion.

Collection of Personal Information by Us

The personal information HNW collects, stores and manages will vary depending on what product and/or service you request from Hurl Nu-Way. Hurl Nu-Way will not make it mandatory for visitors to its web site to provide Personal Information unless such Personal Information is required to answer an inquiry or provide a service.

The personal information we collect is in most cases supplied directly by you when you give us your details, place an order, fill in an online form, seek a refund without a receipt, or provide feedback to us. It may include however:

- Information provided by you when you request a product or service from HNW. This may be by telephone, via this website or in documents such as an order form or an e-mail.
- Information regarding your name, address, telephone numbers, e-mail address, credit card details.
- Information from third parties such as our related companies, credit reporting agencies or representatives.
- Information kept by HNW about your use of HNW products and services.
- Depending on the circumstance, sometimes we collect other information such as where you shop or what your areas of interest are, so that we can improve our service offering to you.
- HNW is committed to reducing the amount of fraud it faces. Our policy is that we will prosecute any cases of fraud which we can identify. As a first time customer, you may receive a telephone call or email requesting more information/proof to confirm the details that you have supplied to us. If any information is found to be false or misleading, we will, if we deem it appropriate, report this to the appropriate authorities for them to prosecute.

If you choose not to provide us with your personal information, we may not be able to provide you with the products or service you seek.

How your Personal Information will be used

Your personal information may be collected to enable us to:

- Deliver products or services to you
- Complete other transactions with you or on your behalf
- To gain a better understanding of your requirements and preferences
- To process your requests
- Consider applications made by you including credit worthiness
- Assist with your enquiries
- Answer any feedback
- Advise you of product and services either now or in the future which may be of greater benefit or interest to you. (You may opt out at any time. Simply contact our Customer Service.)
- Develop, improve and maintain our quality assurances
- Protect against fraud or theft
- Improve our service

Collection of Your Personal Information

The personal information we collect is in most cases directly supplied by you when you give us your details, place an order or provide feedback to us.

We collect information in a number of ways including:

- When you register your details with us or give us the information
- When you order goods or services
- When you open an account with us
- When you submit questions or submit feedback about our website
- When you enter a contest or other promotional feature

Disclosure of your Personal Information

Hurl Nu-Way has no intention of selling, sharing, renting or bartering your personal information to third parties, unless consent has been sought from you first or if we have already told you about the disclosure. HNW may disclose your personal information to third party organisations including:

- Government authorities or agencies and other organisations as required or permitted by law;
- Your authorised representatives;
- Credit providers and credit reporting agencies;
- Professional advisers and contractors of HNW;
- Related companies of HNW; and
- To other parties, when you have given your consent.

Accessing and Maintaining Accurate Information

At any time you may ask to obtain access to your personal information collected by us, subject to any restriction imposed by law. If you would like to do so, we may ask for your request in writing and reserve the right to charge a reasonable fee to search and fulfil your request if applicable.

Where Hurl Nu-Way offers on-line account management facilities, customers can use this capability to control aspect of their account, including amending or updating certain Personal Information. It is important that we collect, maintain and use proper and accurate personal information. It is important that you advise us of all errors, changes or omissions in your personal information.

Security

Hurl Nu-Way will take all reasonable steps to store your personal information securely. In particular, we want you to feel confident dealing with us on the internet.

Other Sites

Hurl Nu-Way is not responsible for the privacy practices of sites that are linked to this site via hyperlinks, banner advertising or otherwise. Please take care to check whose site you are visiting.

Direct Marketing

If you do not wish to be contacted by HNW (about special offers, discounts or other promotional events), simply contact us using the information in the below mentioned section Contact Us.

Contact Us

If you have any queries, suggestions or wish to complain about the way we have dealt with your personal information, please contact us as follows:

Write to:

Customer Service at Enquiries@hnw.com.au

Phone: 03 85 611 600 or 1300 556 380 (during normal business hours).

www.hnw.com.au

Hurl Nu-Way Privacy Policies and Practices

From time to time and in line with customer expectations and legislative changes, our privacy policies and procedures will be reviewed and, if appropriate, updated.

Further information may be obtained from the Office of Federal Privacy Commissioner and/or at www.privacy.gov.au