



## PRIVACY POLICY

### INTRODUCTION

This Privacy Policy ensures you are aware of how Dysland Pty Ltd T/A Specialty Fasteners (Specialty Fasteners) securely treats your personal or protected information obtained from browsing our website. Personal information is considered any information you provide to us either expressly or indirectly from browsing our website. Our policy defines the processes and practices we have implemented to ensure your personal information is not mistreated in any way. The collection of sensitive personal information is restricted by the provisions of the Privacy Act. Such information would only be collected if it applies to the goods or services that we sell.

### INTERNET ADDRESS/ACCESS

1. Specialty Fasteners stores your internet address (IP) and the pages you access and a timestamp of when you accessed them to monitor user traffic through its website. We intend to use this data collected to generate statistics that aid us to deliver better web content services to our users. This information is not destroyed at any stage
2. Specialty Fasteners promise not to distribute collected user information to any third party unless required by applicable government legislation.

### COOKIES/CACHING + OTHER REQUIRED INFORMATION

1. When you arrive at our OOS Specialty Fasteners will download and install Microsoft™ Silverlight dll's into your temporary internet directory.
2. Specialty Fasteners will cache some information in persistent storage on your machine. This is kept in isolated storage and will not exceed 1mb in total. The information that we store is a copy of the category table and colour/size information, this is used for caching purposes.
3. Specialty Fasteners may issue you a per-session cookie. If your browser receives an alternate type of cookie, please report the incident to us at admin@specfast.com.au and we will investigate the matter.
1. Specialty Fasteners will issue your web browser a per-session cookie for the purposes of tracking user sessions when you login to our online ordering system. Per-session cookies embed a small amount of data (usually a session identifier) during a browsing session and expire when you exit the browser.
2. Specialty Fasteners do not record any information in cookies on their servers

### PERSONAL DATA

1. When you submit personal information to Specialty Fasteners by filling out any online enquiry forms or emails the requests are directly sent to our personnel.
2. All personal information received is retained for Specialty Fasteners to fulfil the request being made. Unless required by applicable government legislation, we require your express permission to disclose your information to a third party.
3. Personal information may be securely retained for reference purposes and properly destroyed thereafter

## EMAIL

1. In some parts of the website, Specialty Fasteners will ask you for personal information, including your email address. Your email address will only be used for the purposes stated and will not be disclosed beyond Specialty Fasteners without your express permission.
2. Specialty Fasteners may contact you through your nominated email address. Unless prior consent is given, Specialty Fasteners will not use your email address for anything other than to satisfy the purposes for which it was disclosed.
3. Specialty Fasteners may contact you via your nominated email address for administration and sales purposes only.
4. Specialty Fasteners promise not to distribute your email address to any other parties without prior consent from you.

## NETWORK USAGE

Network data traffic to and from our web servers will be monitored at all times. If excess data traffic is detected, Specialty Fasteners reserves the right to cancel any or all user requests. Specialty Fasteners may log its data traffic and source IP addresses of any internet request. Such information would be protected and only disclosed to authorities or law enforcement bodies with a successful warrant application.

## CREDIT CARD PAYMENTS

When you log on to our OOS the OOS will establish a secure link with your browser using Secure Socket Layer (SSL) protocol which protects your confidential information as it travels over the internet. When a credit card payment is made we record the first and last digits eg. 4545 xxxx xxxx 3432 of your card number, the expiry date, the card holders name together with amount of the transaction and the transaction date. The only exchange of information between our server and our payment gateway provider is your chosen method of payment and your credit card details. When the payment has been successfully received, they will send us a receipt number.

## ACCOUNT TERMINATION

When your user account is terminated, we will retain your user details within the online system for a period of no longer than 12 months. The information is retained for the purposes of following up prior orders and resolving any discrepancies. Order details are retained for a period of up to 7 years or as required by applicable government legislation.

## CONTACT US

Please feel free to contact us if you require further information or a clarification of any statements above.