

Delphian Books Privacy Policy

Delphian Books is committed to providing quality services to you and protecting your privacy as an online visitor to our website. This policy outlines our ongoing obligations to you in respect of how we manage your Personal Information.

We have adopted the Australian Privacy Principles (APPs) contained in the Privacy Act 1988 (Cth) (the Privacy Act). The APPs govern the way in which we collect, use, disclose, store, secure and dispose of your Personal Information.

What is Personal Information and why do we collect it?

Personal Information is information or an opinion that identifies an individual. Examples of Personal Information we collect include: names, addresses, email addresses, phone and facsimile numbers.

This Personal Information is obtained in many ways including by telephone, by email, via our website www.delphianbooks.com.au, from media and publications, from other publicly available sources and from third parties. We do not guarantee website links or policy of authorised third parties.

We collect your Personal Information for the primary purpose of providing our services to you, providing information to our clients and marketing. We may also use your Personal Information for secondary purposes closely related to the primary purpose, in circumstances where you would reasonably expect such use or disclosure. You may unsubscribe from our mailing/marketing lists at any time by contacting us in writing.

When we collect Personal Information we will, where appropriate and where possible, explain to you why we are collecting the information and how we plan to use it.

Sensitive Information

Sensitive information is defined in the Privacy Act to include information or opinion about such things as an individual's racial or ethnic origin, political opinions, membership of a political association, religious or philosophical beliefs, membership of a trade union or other professional body, criminal record or health information.

Sensitive information will be used by us only:

- For the primary purpose for which it was obtained
- For a secondary purpose that is directly related to the primary purpose

- With your consent; or where required or authorised by law.

Third Parties

We do not and will not sell or deal in personal or customer information. We will never disclose your personal details to a third party except the necessary information required by providers of products or services you have purchased or to protect the rights, property or safety of Delphian Books, our customers or third parties or if required by law.

Only we will use that information to contact you. However, we may also use in a general sense (without any reference to your name) your information to create marketing statistics, identify user demands and to assist it in meeting customer needs generally. In addition, we may use the information that you provide to improve our website and its services but not for any other use.

Disclosure of Personal Information

Individual profile and company details are not used for any other purpose other than the purpose of providing you with direct marketing material, updates regarding our website and information in the form of a newsletter.

Details are only supplied to a third party supplier when it is required by law, for goods or services which you have purchased or to protect our copyright, trademarks and other legal rights.

Security of Personal Information

Your Personal Information is stored in a manner that reasonably protects it from misuse and loss and from unauthorized access, modification or disclosure.

When your Personal Information is no longer needed for the purpose for which it was obtained, we will take reasonable steps to destroy or permanently de-identify your Personal Information.

Security of Student Images

Delphian Books frequently produces yearbooks and marketing publications for schools. When Delphian Books receives student images from a school they will only be used for the intended purpose of creating your school's publications or marketing advertisements as requested by your school.

Your school's information and student images are only stored for the duration required for the purpose for which they were obtained. During that time they will be stored in a manner that

reasonably protects it from misuse and loss and from unauthorized access, modification or disclosure.

When your school's information and student images are no longer needed for the purpose for which it was obtained, we will take reasonable steps to destroy or permanently de-identify your school's information and student images.

Access to your Personal Information

You may access the Personal Information we hold about you and to update and/or correct it, subject to certain exceptions. If you wish to access your Personal Information, please contact us in writing.

Delphian Books will not charge any fee for your access request, but may charge an administrative fee for providing a copy of your Personal Information.

In order to protect your Personal Information we may require identification from you before releasing the requested information.

Maintaining the Quality of your Personal Information

It is an important to us that your Personal Information is up to date. We will take reasonable steps to make sure that your Personal Information is accurate, complete and up-to-date. If you find that the information we have is not up to date or is inaccurate, please advise us as soon as practicable so we can update our records and ensure we can continue to provide quality services to you.

Policy Updates

This Policy may change from time to time and will be updated on our website.

Privacy Policy Complaints and Enquiries

If you have any queries or complaints about our Privacy Policy please contact us at:

Delphian Books

Unit 1, 29 Mile End Road, Rouse Hill, NSW 2155, Australia

kristina@delphianbooks.com.au

+61 2 8625 5530