

## PRIVACY POLICY

This Privacy Policy describes how MPERS International Pty Ltd trading as Survivor Watch (ABN 38 624 308 694) collects, holds, uses and discloses personal information consistent with the Privacy Act 1988 and the Australian Privacy Principles found in that Act.

### Overview

Survivor Watch is the retailer of the Survivor Watch product (the product).

It collects, holds, uses and discloses personal information to perform its functions and activities as a retailer of the product.

### Collection of personal information

The kinds of personal information that the Survivor Watch collects and holds include:

- Name
- Contact details, for example, postal address, e-mail address, telephone number(s);
- Financial information, such as your credit / debit card number or other billing information;
- Geographical location; and
- Health information.

Survivor Watch generally collects personal information directly from you when you provide your details by email, or when you communicate with us by phone, or when you provide your information to us in forms you complete and send to us or via our website ([www.survivorwatch.com.au](http://www.survivorwatch.com.au)).

If you do not provide us with your personal information, we may not be able to provide you with products.

Survivor Watch uses social networking services such as Facebook, Twitter and Instagram to communicate with the public about its activities. Survivor Watch may collect your personal information when you communicate with us by using these social networking services, and the social networking services will also handle your personal information for their own services. These social networking sites have their own privacy policies.

### Use and disclosure of information

The Survivor Watch will not use your personal information for any purpose that you would not reasonably expect Survivor Watch to use it for. If we need to use your personal information for a purpose other than one that we believe you would reasonably expect we will seek your specific consent.

The purposes for which Survivor Watch uses personal information include to:

- communicate with you in relation to our product;
- improve and develop customer services and support including through quality control and research;
- answer inquiries, provide information, support or advice about existing and new products; and
- to respond to any complaint made by you; and

- to facilitate monitoring and alert services.

The Survivor Watch will not generally disclose personal information to parties outside the Survivor Watch, other than for a purpose directly related to our activities as a retailer of the product.

In order to deliver our product to you, we occasionally need to disclose personal information to agents and contractors who support the operation of our business, such as credit card processors, courier companies for purposes of order fulfillment and delivery, and service providers for purposes of email distribution. We also disclose your personal information to third parties who provide geographical monitoring and alert services, and to engineers involved in programming the product that you purchase.

Your personal information may be disclosed to other parties where you have agreed or it is required or authorised under an Australian law or by court/ tribunal orders.

We may disclose your personal information overseas, for example, to postal and courier companies for purposes of order fulfillment and delivery of our products to you or someone nominated by you.

### Security

Survivor Watch maintains standards and security procedures to prevent misuse, interference and loss, unauthorised access, modification or disclosure.

Personal information received by Survivor Watch is held electronically on the information technology systems of Survivor Watch and may only be accessed by its authorised employees who may require access in connection with the purposes described in this Policy.

### Access to information

In order to provide you with our product, Survivor Watch relies on the accuracy of personal information that you provide. You should promptly notify Survivor Watch if there are any changes to your personal information, by contacting Survivor Watch by email at [info@survivorwatch.com.au](mailto:info@survivorwatch.com.au)

You can request access to personal information that Survivor Watch holds about you, and you can request that Survivor Watch corrects that personal information. Watch will give you access to your personal information and will take reasonable steps to correct it if Survivor Watch considers that it is incorrect, unless there is a law that allows or requires us not to.

If Survivor Watch refuses to give you access to your personal information, or to correct it, Survivor Watch will notify you in writing and will provide reasons.

If you would like to access or correct your personal information, please contact us by email at [info@survivorwatch.com.au](mailto:info@survivorwatch.com.au)

### Complaints

If you wish to make a complaint to Survivor Watch about how we have handled your personal information, you should forward a written complaint to [info@survivorwatch.com.au](mailto:info@survivorwatch.com.au)

Survivor Watch will respond in writing within 30 days of receipt of a complaint.

If the complaint remains unresolved, you have the option of notifying the Office of the Australian Information Commissioner (OAIC). Contact details can be found at OAIC's website: [www.oaic.gov.au](http://www.oaic.gov.au).

### Changes to our privacy policy

Survivor Watch may amend this policy from time to time. If Survivor Watch makes any substantial changes in the way it collects, holds, uses or disclose personal information, Survivor Watch will publish an updated privacy policy on its website.