



This Privacy Policy outlines Coomes Planning's policy in respect to the way in which we obtain, use and disclose information about you, including visitors to our website at www.coomesplanning.com.au. Coomes Planning adopts and is bound by the National Privacy Principles set out in the Privacy Amendment (Private Sector) Act 2000 ("the Act").

We are committed to providing a high level of privacy in relation to all personal information that is collected by us.

By continuing to request our services, you consent to the practices described in this Policy.

For the purposes of this Policy "Personal Information", is information from which your identity is apparent or can be reasonably ascertained. The types of information generally collected by us include your name, address, mobile and telephone numbers, fax number and e-mail address. Any such Personal Information collected is incidental to the services that we provide at your request. Personal Information may also be collected when you provide business cards or other documentation to us containing such Information. Through our website, we can only obtain such information if you send an e-mail message or complete any on-line inquiry. When you look at this website, we may make a record of your visit and the following information may be logged:

- Your Internet protocol (IP) address;
- The date and time of your visit to the site;
- The pages you have accessed and documents downloaded; and
- The type of browser you were using.

Use and Disclosure of Personal Information

Any Personal Information that we collect will be used for the purposes for which it has been provided to us. In addition, where we reasonably determine it to be appropriate, we may add your details to our database. The database may be used for ongoing marketing and educative purposes. If we elect to retain such Personal Information, you have our commitment to your privacy. The type of marketing activities that we undertake includes forwarding material to you so that you are kept updated in relation to various planning issues.

We do not use or disclose your Personal Information to any third party, without firstly gaining your consent, where such consent is required by law.

When emailing Personal Information to us, or completing any on-line inquiry, please be aware that there are risks involved in transmitting such information across the Internet. Our website may contain links to other websites. We have no control over and take no responsibility for the privacy practices employed at other websites. We have secured our website using industry standard technology, however, we cannot provide any guarantee with respect to the security of your Personal Information and we will not be liable for any breach of security or unintended loss or disclosure of information due to the website being linked to the Internet.

We use your personal information in the following way:

1. To deliver the services you have requested (for example, to provide you advice in respect of the issue that you have raised).
2. We may forward periodic mail outs to you that contain information on new issues and changes to the law that we think you will find interesting. If at any stage you decide you do not wish to receive such mail outs, please let us know by following the "opt out" procedure below and we will ensure that your name is removed from the relevant list.
3. We do not rent, sell or otherwise disclose your personal information to any other company or organisation.

Opt Out / Amend Procedure

In each e-mail or marketing that you receive from us, we will endeavour to attach simple instructions on how you can immediately unsubscribe from our mailing list. In any event, you can opt out from receiving promotional material by e-mailing our Privacy Officer at office@coomesplanning.com.au and asking to be removed from the mailing list. Alternatively, you can fax, telephone or mail a request asking for deletion.

Access to Your Personal Information

Our Privacy Officer will endeavour to ensure that your personal information is accurate, complete and up-to-date. If you wish to view the Personal Information we hold about you, please send your request to us. If you wish to amend that information because it is out of date or incorrect, or if you wish your Personal Information to be deleted from our database, please contact us.

Security

Coomes Planning uses all reasonable endeavours to secure any Personal Information that we hold about you and to keep this information accurate and up-to-date. Your Personal Information is stored behind industry standard firewalls and where applicable, protected by user names and passwords.

Changes to the Statement

From time to time we may decide to amend or update this Policy. When this occurs, we will post any changes on the website. We encourage you to periodically review this Policy so that you remain informed as to how we are protecting your Personal Information.

Coomes Planning welcomes your questions and comments regarding this Policy. Should you have any suggestions as to how we may improve our Policy, or if you are of the view we have not adhered to this Policy, please contact us.

Complaints

If you believe that your privacy has been breached, please contact our Privacy Officer.