



QUEST RETAIL TECHNOLOGY PTY LTD

PRIVACY POLICY

1 Introduction

Quest Retail Technology Pty Ltd (**Quest, we or us**) respects and upholds your rights to privacy protection under the National Privacy Principles contained in the *Privacy Act* 1988 (Cth) (**Privacy Act**) and any similar state or territory legislation applicable to Quest's operations.

This policy describes how we manage any personal information we have about you. In this policy '*personal information*' means information that allows you to be personally identified. By providing your personal information to us you consent to the collection, processing and use of your personal information as described in this policy.

2 What personal information about you does Quest collect?

Quest may collect personal information about you. The personal information collected by Quest may include, but is not limited to, your name, email address and phone number.

If at any time you provide the personal information of another person to us then you must ensure that that person has read and understood this policy and separately consents to that personal information being used and disclosed by us for the purposes set out in this policy.

We will not collect sensitive information about you without your consent or unless we are otherwise entitled to do so.

3 How does Quest collect your personal information?

Quest usually collects information about you when you are in contact with us over the telephone, when you send us correspondence (e.g. by letter, fax or email) or when you have contact with us in person.

Where practical we will collect your personal information from you directly. However, as well as collecting personal information directly from you, we may also collect your personal information from a third party. For example: your personal information may be collected from trade show lists or Association membership information that you may provide to us.

4 How does Quest use your personal information?

We may use personal Information about you:

- to assist in providing goods and services to you;
- to assist with any calls you make to us;
- to communicate promotional offers and special events;
- for our internal administrative, marketing planning, product development and research requirements; or
- for any other purpose made known to you at the time of collection of your personal information.

At any time you may opt out of receiving any promotional or marketing communications from us.

5 Disclosure of personal information to third parties

Your personal information may be disclosed to third parties where required by law or to our agents, contractors and related bodies corporate. We will only disclose personal information to contractors or agents that we use in the ordinary operation of our business and on a confidential basis. In such circumstances we have taken steps to ensure that any third party access to personal information complies with the Privacy Act.

6 Access to and correction of personal information

You may request access to personal information we hold about you by writing to Quest's Privacy Officer at the address below. Where we hold information that you are entitled to access, we will endeavour to provide you with a suitable range of choices as to how you may access it (e.g. emailing or mailing it to you).

We may recover from you our reasonable costs of supplying you with access to your personal information. Your request to provide access will be dealt with by us in a reasonable time.

If we refuse to provide you with access to the information, we will provide you with reasons for the refusal and inform you of any exceptions relied on under the Privacy Act.

If you believe that personal information we hold about you is incorrect, incomplete or inaccurate, then you may request amendment of it by contacting our Privacy Officer in writing at the address below. We will consider if the information requires amendment. If we do not agree that there are grounds for amendment, then we will add a note to the personal information stating that you disagree with it.

Any questions about this policy, or any complaint regarding treatment of your privacy by Quest, should also be made in writing to the address below.

The contact details of our Privacy Officer are as follows:

Ben Pearce

Quest Retail Technology

37-39 Walsh Street

Thebarton SA 5031, Australia

Telephone: +61 (0)8 8234-2311

Fax: +61 (0)8 8234-1711

Email: privacy@questpos.com

7 Protection of your personal information

Quest has taken reasonable steps to ensure the security, integrity and privacy of your personal information. Quest uses a variety of physical and electronic measures to keep personal information secure from misuse, loss, unauthorised use or disclosure.

We take reasonable steps to destroy paper records, no longer required to be held, containing personal information through means including shredding and disintegration.

8 What if you don't provide your personal information to us?

If you don't provide your personal information to us, we may not be able to provide you with our products and services.

9 Miscellaneous

We may amend this policy from time to time and notify you by posting an updated version of this policy on our website at www.quest.com.au.

Updated: 20 June 2008