



Australia Post Privacy and you

This statement outlines our privacy obligations to you and how we handle your personal information.



We respect your personal information and your right to privacy

At Australia Post, protecting your privacy and the confidentiality of your “personal information” is very important to us and is fundamental to the way we serve you.

When you give your personal information to us it is a serious responsibility. We are committed to protecting your personal information and giving you a choice in who can use your personal information and how it may be used.

Personal information means information that we hold about you from which we can determine your identity. For example, we may collect and use your name and address details. The collection and use of this personal information ensures we can deliver your mail and provide other services to you as efficiently as possible.

Our Privacy Policy complies with the requirements of the *Privacy Act 1988 (Cth)* and the *Australian Postal Corporation Act 1989 (Cth)*.

Consent

By acquiring or using an Australia Post product, service or agency function, you consent to Australia Post collecting, storing, using, maintaining and disclosing your personal information to the extent that it is reasonably necessary for us to provide the Australia Post product or service to you, or carry out our administrative or agency functions and for related secondary purposes.

Collection

Australia Post will generally collect personal information directly from you. We collect such personal information to the extent that it is reasonably necessary to provide an Australia Post product or service, or carry out our internal administrative or “agency” functions.

An “agency” function means a service that we provide to you on behalf of another organisation. Examples of this are our Post Billpay, banking and identity services (eg. Passport Applications).

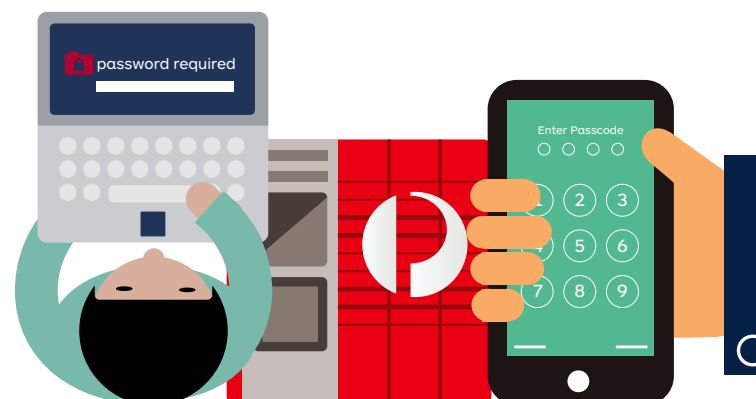
We will collect personal information from you by lawful and fair means.

The types of personal information we may collect, includes name, address, date of birth, gender, contact details (including phone, mobile, fax and e-mail) and information collected as a result of you using or acquiring particular Australia Post products or services.

Use and disclosure

In some circumstances, we may use or disclose your personal information for purposes related to the main reason we collect it and where such use, or disclosure would be reasonably expected by you. For example, we may outsource some of our internal functions and activities. In the course of doing this, we may disclose your personal information, such as name and address details, for the service provider to undertake an outsourced activity on our behalf.

We have confidentiality agreements that prohibit these service providers from using or disclosing your personal information for any purpose other than the reason it was provided to them.



Security

Australia Post takes reasonable steps to protect your personal information from loss, misuse, unauthorised disclosure or destruction. Australia Post has in place generally accepted security standards to keep your personal information safe.

Only authorised Australia Post staff, sub-contractors or agents may, for approved purposes, access your personal information.

Access

You may request access to your personal information which is held by us. You should clearly identify the type/s of information you wish to access.

Australia Post will process your request in a reasonable time – usually within 30 days of receipt of your request.

There are circumstances, provided by law, where Australia Post may refuse a request to provide access to your personal information.

If a request for access is refused, Australia Post will provide you with a reason for the refusal.

Correction

If your personal information is inaccurate, incomplete, or not up-to-date, please let us know and we will take reasonable steps to ensure that it is corrected.

Anonymity and pseudonymity

Wherever it is lawful and, in the reasonable view of Australia Post it is practicable to do so, you have the option to remain anonymous, or use a pseudonym (alias), when dealing with Australia Post.

Children and personal information

At Australia Post, we recognise the importance of protecting children's privacy. Australia Post will endeavour not to collect, use or disclose personal information about anyone under the age of 18, unless we have the explicit consent of a parent, or legal guardian.

Our Privacy Policy

We reserve the right to make changes to the Australia Post Privacy Policy from time-to-time, or as required by law.

What to do if you have a question

Should you have any general questions regarding this brochure, please call our Customer Contact Centre on **13 POST (13 7678)** between 9.00 am and 5.00 pm EST Monday to Friday.

More information about Privacy

You can obtain further general information about privacy protection from the Office of the Australian Information Commissioner by:

- 📞 calling their Privacy Hotline on **1300 363 992**
- 🌐 visiting their website at **www.oaic.gov.au**
- ✉ e-mailing **enquiries@oaic.gov.au**

The Australia Post Group privacy policy can be found on our website **auspost.com.au/privacy** or from our Customer Contact Centre on **13 POST (13 7678)** between 9.00 am and 5.00 pm EST Monday to Friday.

