



Respecting your privacy- [www.roystonfinance.com.au](http://www.roystonfinance.com.au)

[www.roystonfinance.com.au](http://www.roystonfinance.com.au) is owned and operated by Royston Finance Pty Ltd.

Type of Website/Business: Finance Brokerage

Effective Date: 03/07/2023

### **Purpose**

The purpose of this privacy policy is to inform users of our site of the following:

1. The different types of personal data we collect
2. The use of the data we collect
3. Who has access to the data we collect
4. The rights of the site users; and
5. The sites cookie policy

### **Consent**

By using our site, users agree that they consent to:

1. The conditions set out in this Privacy Policy; and
2. The collection, use, and retention of data, listed in this policy

### **Personal Data we collect:**

We only collect data that helps us achieve the purpose set out in this privacy policy. We will not collect any additional data beyond the data listed below, without notifying you first.

Data Collected from our users on our website: The following data may be collected when you perform certain functions on our website:

1. Your Name
2. Email address
3. Contact number
4. Email

This data may be collected using the following methods:

1. Requesting a quote using our "Contact us" page and corresponding form.

### **How we use personal data**

Data collected on our website will only be used for the purposes specified in this Privacy Policy or indicated on the relevant pages of our website. We will not use your data beyond what we disclose in this Privacy Policy. The data we collect when users perform certain functions on our website can and will be used for the following purposes:

1. Contacting customers to provide a quote
2. Contacting customers who have requested a call back.

**Who we share personal data with:**

Employees:

We may disclose user data to any member/employee of our organization who reasonably needs access to user data to achieve a purpose set out in this privacy policy as part of their employment duties.

Other disclosures:

We will not share your data with other third parties, except in the following cases:

1. If the law requires it
2. If it is required for any legal proceedings
3. To prove or protect our legal rights; and

Please note that if you follow a hyperlink from our website to another website, we are not responsible for and have no control over their privacy policy and practices. How do we store your data: We store information in different ways, including in paper and electronic form. The security of your personal information is important to us, and we take reasonable steps to protect it from misuse, interference, and loss, and from unauthorised access, modification, or disclosure.

Some of the ways we do this are:

- confidentiality requirements of our employees
- document storage security policies
- security measures for access to our systems
- only giving access to personal information to a person who is verified to be able to receive that information
- control of access to our buildings; and
- electronic security systems, such as firewalls and data encryption on our websites.

**How long we store data:**

User data is only stored for as long we require it for our purposes. In some cases, we may be required by Law, to store your data for longer periods of time. When we no longer require your information, we'll ensure that your information is destroyed or deidentified.

#### **Underage information:**

As our normal business operations requires users and/or customers to be over 18, we do not knowingly collect information from anyone underage. If we learn that we have collected personal data from someone under the age of 18, this personal data will be destroyed or de-identified as soon as possible.

#### **How to access, modify, Delete or Challenge the data collected:**

Contact us if you think there is something wrong with the information, we hold about you and we'll try to correct it if it's:

- inaccurate
- out-of-date
- incomplete
- irrelevant; or
- misleading.

If you would like to know if we have collected your personal data, how we have used your personal data, if we have disclosed your personal data and to who we have disclosed your personal data or if you would like your personal data to be deleted or modified in any way, please contact us below:

Privacy Officer  
office@roystonfinance.com.au  
(07) 3916 9440

#### **Modifications:**

This Privacy Policy may be amended from time to time in order to maintain compliance with the law and to reflect any changes to our data collection process. When we amend this Privacy Policy, we will update the "Effective Date" at the top of the policy. We recommend that our users periodically review our Privacy Policy to ensure that they are notified of any updates. If necessary, we may notify users of changes via email.

#### **Complaints and Contact Information:**

If you have any questions, concerns, or complaints, you can contact our privacy officer  
Privacy Officer  
office@roystonfinance.com.au  
(07) 3916 9440, 21 Ingleston Road, Tingalpa, QLD, 4173