

Empower¹ Privacy Policy

Empower protects your personal information under the objectives set by the National Privacy Principles (Privacy Act 1988, Privacy Amendment Act 2000). These principles identify clear standards and guidelines for the collection, use, access and storage of your personal information.

Collection of personal information

At Empower we only collect information necessary for us to communicate or conduct business with you. We will always tell you who we are, and the intended purpose of the information that we collect from you.

If you are an existing customer of Empower, we may collect some or all of following details from you in order to engage in business with you, including your name, company name, address, phone and fax number, email address and bank details. In addition to Empower's privacy policy, other contractual agreements may be undertaken on a customer by customer basis.

If you agree to undertake in Direct Marketing from Empower we may collect some or all of the following details from you in order to supply you with necessary information regarding our products and services, including your name, company name, address, phone and fax number and email address. Information supplied to you through direct marketing from time to time may include newsletters, seminar information, new product announcements, product updates and competitions. We will not provide personal information collected by us for direct marketing purposes to external agencies, except where an external agency provides us with a product or service directly relating to our ability to communicate with you.

Use of personal information

Empower may use your collected personal information from time to time to provide you with information such as newsletters, seminars and events, new product announcements, product updates and competitions.

At Empower we provide those receiving direct marketing with the opportunity to opt-out of receiving future correspondence via post, phone or email. At any time you may chose to remove your name from some or all of our direct mailing lists. Send a written request by fax or mail to our Head Office, or phone for more information.

Access to your personal information

Under the guidelines of the National Privacy Policies you are able to access and update your information as necessary. At Empower we continually attempt to update and reconfirm your information. If for any reason you feel that the personal information we hold is incorrect, please contact our Head Office and will we work with you to update our records.

¹ Please note that all references to Empower contained within this document include both Empower International and Empower Masterpay

Storage of your personal information

Empower takes all reasonable steps to ensure personal information collected by us is protected. We take all measures to ensure against the unauthorised use, disclosure or alteration of your personal details. Personal information stored by Empower may be in electronic or paper format. Information stored electronically is protected to the best of our abilities using internal and external security procedures. Information stored in paper format is located in secure office areas.

If for whatever reason Empower is required to destroy or de-identify your personal information, we take measures to ensure that your information is not compromised in any way.

Problem Resolution

Here at Empower we respect your privacy and personal information. If you experience a problem or have an enquiry not addressed in our privacy policy, please contact our Head Office in a primary attempt to resolve the issue. We are able to provide you with further information should you experience an issue we are unable to resolve.

For enquiries relating to Direct Marketing conducted by Empower please direct your enquiries to our Marketing Consultant.

For Further Information

To find out more information regarding the National Privacy Principles or privacy law in Australian please visit the Federal Privacy Commissioner's website www.privacy.gov.au.

To Contact Us

To speak to some one regarding the Privacy Policy please contact our Head Office:

Empower
Level 1, 69 Fullarton Road
Kent Town SA 5067
Phone: 08 8332 6988
Fax: 08 8332 6998