



Privacy Collection Statement for Customers & Prospective Customers

Your information is being collected by Complete Workflow Solutions (ABN 985 804 175 64).

1. What information we collect

As a customer or prospective customer, we may collect your personal and business information. This includes your name, current and previous addresses, date of birth, telephone number, email address, ABN, bank account details and credit card details, information about the services currently provided to you. This is not an exhaustive list.

We may also collect details of other interactions that you have with us, together with any other information that you choose to give us.

If you provide us with personal and business related information about another person, such as an additional account holder, you must tell that person about this Privacy Policy.

2. How we collect your personal and business information

We may collection your personal and business information in a number of ways, including:

- directly from you (unless it is unreasonable or impracticable to do so);
- from third parties. This may include additional account holders on your account, your authorised representative, agents to third parties with whom we have business relations; and
- for prospective customers, from third parties who have identified you as someone who may wish to receive offers about our products and services.

3. The purpose for which we collect your personal information

As a customer or prospective customer, we may collect your personal information for a range of different purposes including:

- to provide our products and services to you or to provide you with a quote or offer for our products or services, including to follow up if we do not hear from you;
- to communicate with you about your account with us, including to issue bills and seek payment;
- to respond to any complaint you make to us;
- to answer your enquiries and provide any information or documents you ask for;
- for administrative, planning, product or service development, quality control and research purposes relating to our products and services;
- to update our records and keep your contact details up to date;
- to use information we are permitted by law to use to establish or report on your creditworthiness; and
- for marketing purposes where we have your present or implied consent to contact you using one or more types of personal information that we hold about you and your business or where we are permitted by law to contact you.

If you choose not to provide your personal information to us, we may not be able to answer your query or provide suitable products or services to you.



4. When we disclose your information to or collect your information from third parties

We may disclose your personal and business information to third parties in the conduct of our business and for the purpose of their work.

Third parties include:

- additional account holder or your authorised representative;
- companies that help manage your workflow;
- government and regulatory authorities (where required or authorised by law); and
- our service providers such as maintenance contractors, debt collection agencies, marketing and advertising agencies and contractors, mailing and logistic providers and our professional advisors such as accountants, auditors and lawyers.