



At Your Service Privacy Policy

Last Modified: 20 May 2014

At Your Service (Vision At Your Service Pty Limited ABN 51 167 339 595) respects your privacy and is committed to protecting your personal information. This Privacy Policy outlines how At Your Service collects, uses and manages your personal information.

The information we collect and hold may include;

- Personal information that is necessary for our business to function such as name, address, date of birth, age, gender, banking details/credit card information, postal address, phone and fax numbers, email addresses, ;
- Property Information about your residence to help provide home services to you; and
- Personal health information to assist in providing care services including your health history, medication, ailments, next of kin and other health related information..

How we collect personal information

Except as stated in this Privacy Policy, At Your Service will not collect or use your personal information without your consent. We collect your information:

- When you provide us with your personal information or contact details;
- When you enter your personal information on the At Your Service website;
- When you interact with At Your Service through social media;
- From publically available information;

Where reasonable and practical to do so, we will collect your personal information only from you. However, in some circumstances we may be provided with information by third parties. In such a case we will take all reasonable steps to ensure that you are made aware of the information provided to us by such third party.

Storage and Security of your personal information

At Your Service will do everything reasonable to keep secure the personal information that we hold about you and to keep your personal information up to date. Access to this information is restricted to At Your Service employees who have specific authorisation. Unfortunately, no data transmission over the internet can be guaranteed to be totally secure, so we cannot absolutely promise that the information you provide to us will always be totally secure. At Your Service will not be held responsible for events arising from unauthorised access to your personal information.

We hold your personal information in the following formats:

- Hard copy format in our secure offices; and
- Electronic format on our secure servers and online database.

When your personal information is no longer needed for the purpose for which it was obtained, we will take reasonable steps to destroy or permanently de-identify your personal information. However, most of the personal information is or will be stored for a minimum of 7 years.

The use of personal information

- At Your Service will use your personal information for its internal business purposes in connection with the provision of our services including;
 - To facilitate the administration and operation of our services;
 - To understand how our members use our services;
 - To verify your account information;
 - To process your requests and transactions;
 - To provide you with information or services you request; and
 - To inform you about other promotions, products or services we think will be of interest to you.
- Personal information will not be revealed, sold, distributed, rented, license, shared or passed on to any third party unless we believe it necessary to provide you with services, information or products which you have requested, consent has been granted by the individual or we are required to do so by law.

If you wish to opt-out of marketing and promotional emails, please contact us on 1800 737 838 or email conciierge@at-your-service.com.au or click unsubscribe in the content of the email. You may not opt-out of receiving service related emails.

Our Website - Log Files

Like many other web sites www.at-your-service.com.au makes use of log files. The information inside the log files includes internet protocol (IP) addresses, type of browser, Internet Service Provider (ISP) date/time stamp, referring/exit pages and number of clicks which we use to analyse trends, administer the site, track user's movements around the site and gather demographic information. IP addresses and other such information are not linked to any information that is personally identifiable.

Our Website - Cookies

Like many other websites www.at-your-service.com.au does use cookies to store information about visitors' preferences, record user specific information on which pages the users access or visit, customise web page content based on visitors browser type or other information that the visitor sends via their browser.

All computers have the ability to automatically accept or decline cookies. This can be done by activating the setting on your browser which determines how to deal with cookies. Please note that should you choose to decline cookies, you may be unable to access particular parts of our website.

Our Website - Third Party Sites

Our website www.at-your-service.com.au may contain links to third-party websites, which may have privacy policies that differ from our own. We are not responsible for the activities and practices that take place on these sites. As such, we recommend that you review the privacy policy on any site that you may access before disclosing your personal information.

How to access or correct your personal information or make a complaint

At Your Service is transparent and accountable for the personal information that we collect and hold. Should you wish to access or correct your personal information that we hold, please contact us on 1800 737 838 or email concierge@at-your-service.com.au.

If you have any further queries relating to this Privacy Policy, or to notify us of a problem or complaint. Please contact us on 1800 737 838 or email concierge@at-your-service.com.au.

Changes to the Privacy Policy

This Policy Statement is effective from 1st July 2014

At Your Service is committed to continual improvement and to provide the highest quality services possible. This means that At Your Service will continue to evolve and improve as new products, services and features are introduced. Accordingly, we will review and update our policies as required. We reserve the right to change our Privacy Policy at any time and notify you by posting an updated version of the policy on our website.

The amended Privacy Policy will apply whether or not At Your Service has provided you specific notice of any changes or updates.