

1. The Self Storage Association of Australasia (“SSAA”) recognises the importance of privacy and we are committed to protecting your personal information. We are required to comply with the Privacy Act 1988 (Cth) which provides for the fair handling of personal information, and sets standards for the collection, access, storage and use of personal information. We have prepared this Privacy Policy to describe the types of personal and non-personal information collected through its Web site, [www.selfstorage.org.au](http://www.selfstorage.org.au), the use of such information and to whom and under what circumstances such information is disclosed.
2. The SSAA is committed to protecting your privacy. In the event, we ask you to provide information, by which you can be identified, when using this website, we assure you that it will only be used in accordance with this privacy statement. SSAA reserves the right, at its sole discretion to change, modify, add or remove portions of this Online Privacy Policy at any time. Accordingly, SSAA recommends that you revisit this Privacy Policy from time to time, to ensure that you are aware of the current privacy practices.

This policy is effective from 1<sup>st</sup> of January 2017.

### **What personal information does SSAA collect?**

The type of personal information we collect depends on the nature of your dealings with us and the reason for collecting it. The personal information we may collect about you include, your name and contact details, job title, industry expertise, your preferences and interests and other information relevant to customer surveys and/or offers

### **What we don't collect**

We do not collect your banking details, after any payment request has been processed.

### **Use of personal information**

We acquire this information to understand your needs and provide you with a better service, and for the following reasons:

- Carry out our business which includes account management, planning, product development, research and analysis.
- to inform you about or make offers regarding our new products and services;
- to customise and improve the Website and our related products and services offered to you;
- that you post in our blogs and forums for marketing purposes including our web marketing; or as data (that does not include your personal information) about your experience and feedback regarding our products and services and testimonials for statistics, research and marketing purposes.

You may also at any time request that we discontinue sending you emails or other communications by unsubscribing, calling or writing to us.

### **Sharing your personal information**

The SSAA does not sell member information to unrelated third parties. SSAA does make member contact information available to other members including, industry suppliers, ancillary services, management services, software and security, valuers and consultants.

Under no circumstance will we intentionally make your personal home address or telephone number available to third parties unless you have indicated these as your contact information. We strongly recommend that you use your business address for contact purposes. SSSA may provide aggregate statistical information about our members and customers, but these statistics will not include personal identifying information.

#### **How we use cookies**

A cookie is a small file which asks permission to be placed on your computer's hard drive. Once you agree, the file is added and the cookie helps analyse web traffic or lets you know when you visit a particular site. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences.

We use traffic log cookies to identify which pages are being used. This helps us analyse data about webpage traffic and improve our website in order to tailor it to customer needs. We only use this information for statistical analysis purposes and then the data is removed from the system.

Overall, cookies help us provide you with a better website, by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us.

You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of the website.

#### **Links to other Websites**

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

#### **Purchasing**

The following terms and conditions govern your use of the The Self Storage Association of Australasia online website located at: <http://www.selfstorage.org.au> and the materials and information accessible on or from the Website. The Website is only available for use by persons who are of an age to legally enter into binding agreements.

Your use of the Website means you accept these terms and conditions. If you do not agree with these terms and conditions, please do not visit or use the Website.

#### **Security**

All data received via <http://www.selfstorage.org.au> and retained is kept on an off-site high security web server, using 128 bit encryption protocols and firewalls that many of our Australian banks do. The Self Storage Association of Australasia has taken every step possible to ensure that your details are retained within the most secure facilities practicable and reasonable.

## **Registration**

Registered Guests agree to: provide certain current, complete and accurate information about yourself; maintain and update this information as required to keep it current, complete and accurate.

The Self Storage Association of Australasia may refuse to provide or to continue to provide access to the Website at its sole discretion until you are accepted as a Registered Guest. The Self Storage Association of Australasia reserves the right to terminate your use of the Website if any information provided by you is incomplete or inaccurate.

Your Registered Guest account is not transferable. Once you become a Registered Guest, you will receive an access code, which consists of a client/user number and password. Your access code is used to log into the secure area of the Website.

It is important that you:

- Keep secure and protected your record of access codes;
- Keep only one record of your access codes;
- Keep your record of your password, or client number or confidential identification details you have provided separate and apart from each other;
- Do not tell any unauthorized person your access codes;
- Do not allow any unauthorized person to read, watch you enter, or view your access codes.

The Self Storage Association of Australasia may cancel the use of the secure area of the Website at any time without notice if we believe the access codes have been used, or will be used in a way that will cause confidential information to be released.

The Self Storage Association of Australasia may (temporarily or permanently) grant limited access or deny access to the Website or any part of it or cease to provide any of its facilities where, in its sole discretion, continued use by you is or is likely to contravene any of the above provisions.

## **Shipping and Delivery**

All orders placed through <http://www.selfstorage.org.au> are subject to confirmation and acceptance by The Self Storage Association of Australasia. Orders are accepted by the SSAA on the condition that you accept the terms and conditions, Returns Policy and Privacy Policy of the SSAA. The Self Storage Association of Australasia may, at its sole option, revise any of its Policies from time to time without notice.

Where the goods are not available, you will be notified of this by The Self Storage Association of Australasia as soon as possible.

The Self Storage Association of Australasia aims to include up-to-date pictures of all of the products for sale on <http://www.selfstorage.org.au>. However, our picture of the goods may differ from the actual goods delivered.

The Self Storage Association of Australasia reserves the right to restrict sales to retail quantities when supplying resellers and distributors.

The Self Storage Association of Australasia or its agent will deliver the goods you order to the address you specify in your order, within the agreed time frame, subject to their availability.

Anyone at the delivery address who receives the goods will be presumed by The Self Storage Association of Australasia to be authorized to receive the goods. If there is no-one at the delivery address or no-one of appropriate age to receive and pay for the order, the Self Storage Association of Australasia may charge you additional delivery fees.

If your goods include products in respect of which the law prescribes a minimum age for purchase, you must be 18 years of age or older (or such other higher minimum age as is prescribed by the law), and you must ensure that a person of appropriate age is available to accept delivery of the goods. The Self Storage Association of Australasia may refuse to deliver the goods if the person receiving the goods is unable or unwilling to provide evidence of proof of age.

Once the goods are delivered to you, you will own them and it is your responsibility if they are lost or damaged.

For each online order, you must pay: the applicable price for the relevant goods confirmed by The Self Storage Association of Australasia; and/or the delivery and handling fee specified on the Website at that time, or confirmed at a later date.

Payment must be cleared before the goods are dispatched. All payments are to be made through the payment system provided by the Website, unless otherwise agreed. Prices and availability are subject to change without notice. Typographical, product description, pricing, images and other errors are subject to correction, even after orders and/or payment are accepted.

The Self Storage Association of Australasia may vary prices in the event of price changes or mistakes made by suppliers on reasonable prior notice to you. If The Self Storage Association of Australasia requests payment for increased prices, you may cancel the order by giving notice to The Self Storage Association of Australasia, which must be received within 7 days of the announcement of the increase.

Published member discounts are only available The Self Storage Association of Australasia members, whose membership fees and accounts are up to date.

### **GST**

GST will be included within the prices and fees charged by The Self Storage Association of Australasia and is payable by you at the same time as you pay such prices and fees. 'GST' means the same as in the A New Tax System (Goods and Services Tax) Act 1999 (Cth).

### **Return Policy**

Goods deemed by The Self Storage Association of Australasia to be faulty will only be credited and not replaced. Copy of the original invoice must be attached to Return Authority Request Form

The customer or reseller is required to pre-assess returns for genuine faulty claims prior to return

15% restocking fee applies for all goods returned that are not faulty and or ordered incorrectly by the customer. This fee shall be deducted from any payment already made for product or will be invoiced to Credit Accounts already in place

The customer or reseller is responsible for the cost of freight and insurance on goods where incorrectly ordered or faulty. Reseller is required to provide Proof of Delivery upon request

Goods returned that are not faulty must be in original condition, unopened and in undamaged packaging otherwise credits will not be issued. Non faulty product must be packed in another carton and not damaged with returned shipping labels

Any product deemed to be refilled or modified in any way will not be accepted.

### **Payment**

For the purposes of applying our Credit Policy and conducting our credit management of your account, you authorize us to obtain from (and disclose to) credit reporting agencies certain information about you for all purposes permitted by the Privacy Act 1988 (Cth). This information may include personal information (such as your name, address, telephone numbers, bank account or credit card details, billing details), your credit worthiness, credit standing, credit history or capacity and any information about your use of the Website.

The Self Storage Association of Australasia may refuse your application for, or monitor your usage of, or restrict your access to, the Website on the basis of our assessment of credit information relating to you. You are entitled to see and correct any credit information we hold about you.

### **Disclosure**

You acknowledge and agree that we may disclose your personal information if required to do so by law.

You authorize us to disclose your personal information obtained by us in connection with your use of the Website to our Related Corporations, telecommunications suppliers, our agents and our contractors and use that information for account management, business planning and marketing purposes.

The Self Storage Association of Australasia will take all reasonable efforts to ensure that information concerning your personal information and any other data that you transmit through the Website is kept secure and in accordance with our Privacy Policy.

### **Complaints**

You have the right to view and correct personal information we hold about you, including identifying data such as your name, and contact details. Requests to view information should be directed to the CEO as outlined below.

Further, where you believe we have not followed our Privacy Policy or Privacy Laws, you have a right to complain, have the complaint investigated and the matter dealt with under this Policy.

The SSAA seeks to address Privacy complaints promptly and in a confidential manner. If you have a complaint you should contact the SSAA: CEO, SSAA, Unit 4, 2 Enterprise Drive, Bundoora VIC or by email [ceo@selfstorage.com.au](mailto:ceo@selfstorage.com.au)