

Find Me My Money

Privacy Policy

“Find Me My Money”, “We”, “Us” or “Company” means Eftriple Pty Ltd (ABN: 15 621 213 063) trading as Find Me My Money.

In this policy we explain how and why we collect your personal information, how we use it, and what controls you have over our use of it. Find Me My Money is committed to complying with Commonwealth legislation governing privacy of personal information by businesses and to protecting and safeguarding your privacy when you deal with us.

When using this website or by registering with us, you consent to the terms of this Privacy Policy and consent to the collection, use and disclosure of your personal information but only in accordance with this Policy.

Protecting your privacy

We understand and recognise how important it is to protect your personal information. This document sets out our privacy policy commitment in respect of personal information we hold about you and what we do with that information.

We recognise that any personal information we collect about you will only be used for the purposes we have collected it or as allowed under the law. It is important to us that you are confident that any personal information we hold about you will be treated in a way which ensures protection of your personal information.

Our commitment in respect of personal information is to abide by the Australian Privacy Principles for the protection of personal information, as set out in the Privacy Act 1988 and any other relevant law.

Personal information

When we refer to personal information we mean information from which your identity is reasonably identifiable. This information may include information or an opinion about you.

Sensitive information

Sensitive information is personal information that includes information relating to your racial or ethnic origin, political persuasion, memberships in trade or professional associations or trade unions, sexual preferences, criminal record, or health.

Collection and use of your personal information

We will generally collect Personal Information directly from you, unless it is unreasonable or impracticable to do so. We will generally only collect Sensitive Information about you with your consent or if authorised by law. By providing us with Personal and Sensitive Information, you consent to our collection and use of it for the purposes set out in this policy.

We collect personal information to carry on our business and provide our services to you.

The type of information we collect may include name, current and previous contact details (including address, email address, phone number and facsimile), tax file number, date of birth, company and business names, current and previous workplaces, and any other information requested by us or provided to you.

This information is used for purposes including to:

- contact and communicate with you;
- manage and promote our relationship with you;
- offer you other products and services;
- marketing including direct marketing;
- to send you promotional information about third parties we consider may be of interest to you.

To enable us to maintain a successful business relationship with you, we may disclose your personal information to other organisations that provide products or services used or marketed by us.

If you do not provide us with certain personal information, we may not be able to provide you with services under our agreement with you.

We will not use your information for an unrelated secondary purpose unless we obtain your written consent or an exception applies (for example, it is authorised by law).

Disclosure of your personal information

We may disclose your personal information to:

- Government Departments and organisations that are involved in managing or administering unclaimed money;
- anybody who represents you, such as lawyers and accountants;
- anyone, where you have provided us consent;
- where we are required to do so by law;
- third parties who assist us in providing information, products or services to you. This may include parties located outside of Australia.

We will take reasonable steps to ensure adequate mechanisms are in place to protect your information, unless you otherwise consent to disclosure or an exception applies (the disclosure is authorised by law).

We may use cloud storage to store the personal information we hold about you. The cloud storage and the IT servers may be located outside Australia.

Direct marketing

From time to time we may use your personal information to provide you with current information about changes to our organisation or new products or services being offered by us or any company with whom we are associated.

If you do not wish to receive marketing information, you may at any time decline to receive such information by writing to us at Unit 38, 328 Albany Highway, Victoria Park WA 6100. If the direct marketing is by email you may also use the unsubscribe function. We will not charge you for giving effect to your request and will take all reasonable steps to meet your request at the earliest possible opportunity.

Updating your personal information

It is important to us that the personal information we hold about you is accurate and up to date. During the course of our relationship with you we may ask you to inform us if any of your personal information has changed.

If you wish to make any changes to your personal information, you may contact us. We will generally rely on you to ensure the information we hold about you is accurate or complete.

Access and correction to your personal information

You are entitled at any time, upon request, to access your personal information held by us. We will respond within a reasonable time after the request is made and give access to the information in the manner requested by you, unless it is impracticable to do so. We will not disclose commercially sensitive information to you. We may charge a fee for our costs of retrieving and supplying the information to you.

There may be situations where we are not required to provide you with access to your personal information, for example, if the information relates to existing or anticipated legal proceedings, or if your request is vexatious. An explanation will be provided to you if we deny you access to the personal information we hold about you.

If we are satisfied that any of the information we have about you is inaccurate, out-of-date, irrelevant, incomplete or misleading, or you request we correct any information, we will take reasonable steps to ensure the information held by us is accurate, up-to-date, complete, relevant and not misleading. If you request, we will notify the correction to recipients to whom we have disclosed the information, unless it is impractical or unlawful. If we refuse your request, we will explain the reasons for refusal and advise on the mechanisms to complain.

If any of the personal information we hold about you is incorrect, inaccurate, out of date, incomplete or misleading, or you request we correct any information, you may request that we correct the information. If appropriate we will correct the personal information. Where reasonable, and after our investigation, we will provide you with details about whether we have corrected the personal information. If you request, we will notify the correction to recipients to whom we have disclosed the information, unless it is impractical or unlawful. If we refuse your request, we will explain the reasons for refusal and advise on the mechanisms to complain.

How safe and secure is your personal information that we hold?

We will take reasonable steps to protect your personal information by storing it in a secure environment. We may store your personal information in paper and electronic form.

We will take reasonable steps in the circumstances to protect any personal information you provide to us from misuse, interference or loss and unauthorised access, modification and disclosure. We will also de-identify and destroy the personal information we hold about you once our legal obligations cease.

However, please be aware that the transmission of data over the Internet is never guaranteed to be completely secure. It is possible that third parties not under the control of Find Me My Money may be able to access or intercept transmissions or private communications without our permission or knowledge. We take all reasonable steps, in the circumstances, to protect your personal information. However, we cannot ensure or warrant the security of any information you transmit to us. Such transmissions are done at your own risk.

Complaints

If you wish to complain about our response to a request, or a potential breach of this policy or the Privacy Principles, please contact Find Me My Money at Unit 38, 328 Albany Highway, Victoria Park WA 6100 or by emailing info@findmemymoney.com.au.

If you are dissatisfied with our response you may contact the Office of the Australian Privacy Commissioner via www.oaic.gov.au or by calling 1300 363 992.

Links

Our website may contain links to other websites and those third party websites may collect personal information about you. We are not responsible for or liable for the protection and privacy of any information which you provide whilst visiting such websites. You should be aware that these other sites are not subject to this Privacy Policy. Find Me My Money encourages users to be aware when they leave the website and to read the privacy statements of each and every website that collects personally identifiable information.

Cookies

We may use cookies on this Site from time to time. A 'cookie' is a text file that our website sends to your browser which is stored on your computer as an anonymous tag identifying your computer (but not you) to us. You can set your browser to disable cookies. However, some parts of our website may not function properly (or at all) if cookies are disabled.

Change in our privacy policy

This information relates to our current Privacy Policy. From time to time we may vary this policy for any reason. We will publish any changes on this website. By continuing to use our website and continuing to provide us with your information, you confirm your acceptance of these changes.

As a consequence we may change this privacy policy from time to time or as the need arises. You should check the Privacy Policy regularly to ensure you are aware of any changes, prior to providing personnel information, and only proceed to provide personnel information if you accept the new Privacy Policy.

You may request this privacy policy in an alternative form.

Further information

You may request further information about the way we manage your personal information by contacting us:

Email: info@findmemymoney.com.au

This Privacy Policy was last amended in 1st May, 2018.