

# Sykes Australia Privacy Statement

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As part of a large global telesolutions company, Sykes Australia is committed to the protection of personal privacy. Our privacy policy on how we manage any personal information we hold, respects the confidentiality of this information. Sykes Australia is bound by the Privacy Act and the 13 Australian Privacy Principles (APP's) set out in that Act.

## *What kinds of personal information do we collect and hold?*

Sykes asks for your personal information so that we can perform our various functions and activities on behalf of the companies that employ Sykes Australia to represent their products and services. For instance, we may ask for identification information such as your name, address and date of birth.

## *Why do we collect, hold, use and disclose personal information?*

If Sykes does not ask for your personal information, we may not be able to deal with you, or provide you with a product or service. A great deal of our work is to ascertain your eligibility for the product or service, and to ensure we are speaking to the appropriate person.

## *How do we collect personal information?*

We collect most personal information directly from you. Sometimes we collect personal information about you from our clients that have engaged us, and with whom you already have an ongoing relationship with, such as your financial institution.

You will be notified when either of these processes occur.

## *How do we hold personal information?*

Much of the personal information we hold will be stored securely and electronically in Sykes owned data centre, and returned to our client. Alternatively, information is entered directly into our clients' electronic systems. If any information is no longer valid, a destruction process is followed.

Sykes implement's a range of security measures to protect any personal information we hold.

## *Who do we disclose your personal information to, and why?*

We provide all information back to our clients, who have contracted Sykes to speak with you on their behalf. We may also share your personal information when required to government or credit reporting bodies.

## *Do we disclose personal information overseas?*

Our company is a global business and we may disclose personal information to recipients within our company located outside Australia. For example we may provide functions for quality checking purposes.

## *Do we use or disclose personal information for marketing?*

Your personal information is sent back to our clients who contracted us. They might use this information later to offer you products and services that they feel may interest you. Upon request, we will not do this if you advise us otherwise. We will also forward this information back to the relevant client who contracted us to speak to you.

## *Access to and correction of personal information*

The information we capture is held by the client who has contracted us. We can provide you with the relevant clients' privacy policy and contact details for you to request access to your personal information and also ask for corrections to be made. Also, we may contact you to determine whether or not the personal information we hold is still valid.

## *Resolving your privacy concerns and complaints – your rights*

If you are concerned about how your personal information is being handled or if you would like to make a complaint, please contact us as per below:

You can contact us by:

➤ **Telephone**  
Call us at our office on 1300 731 384

➤ **Mail**  
Write to us at: 1 Homebush Bay Drive,  
Rhodes, NSW, 2138.

➤ **Fax**  
Send us a fax to: 02 8268 3605.

➤ **Email**  
Send us an email to:  
[sykesAUSfinancialservices@sykes.com](mailto:sykesAUSfinancialservices@sykes.com)