

Privacy Policy

Privacy Policy

Amazon Financial Solutions (ABN 82 098 759 481) respects your personal information, and our Privacy Policy governs how we handle it. It also deals with how you can access the personal information we hold about you, ask us to correct it, or make a privacy related complaint. This Privacy Policy explains how we respect your right to privacy in accordance with the Australian Privacy Principles contained in the Privacy Act 1988 (Cth).

What information do we collect and how do we use it?

In order for us to provide our services to clients, it is necessary to collect and store clients' personal information. Much of this information is stored electronically in our CRM software, but various supporting documents and other hard copy documents are stored in the clients' hard copy and soft copy folders as appropriate.

We will collect personal information from you via telephone, when we do business with you, and through our website. The information we collect may include your name, date of birth, address, bank account details, occupation and other identifying information such as your tax file number. When we request information from you, we will identify which information is necessary and which information may be provided at your discretion. If you choose not to provide any of your personal information to us, the services we may be able to provide you will be limited.

This information will be used by us to help us assist the client with any mortgage / lease / other finance they may wish to obtain. We may disclose client information to other third party organisations involved during the usual course of business with the client based on their needs. These third parties may include, but are not limited to: lenders and lessors, mortgage intermediaries, valuers, lawyers, conveyancers, accountants and other organisations which assist us.

Unless the client tells us not to, we may also use client information to provide them with newsletters, marketing, offers or information of other goods or services we can provide to them.

Client information will not be used, disclosed or otherwise provided to any party not involved in this process for any reason without the client's express consent.

How do we hold and protect your information?

Amazon Financial Solutions Pty Ltd strive to maintain the relevance, accuracy and completeness of the personal information we hold and to protect its privacy and security. We keep personal information only for as long as is reasonably necessary for the purpose for which it was collected or to comply with any applicable legal or ethical reporting or document retention requirements.

We maintain physical, electronic, and procedural safeguards that comply with applicable regulatory standards to guard your personal information.

We take all reasonable steps to protect your personal information from misuse, interference, loss, unauthorised access, modification or exposure. All of our staff are required by the terms of their employment to maintain the confidentiality of customer information. Access to your information is restricted to those employees whose job requires access to that information. Access to our premises and computer systems is restricted through locks, password protection, internet firewalls and routers.

We will take reasonable steps to destroy or de-identify your personal information when your personal information is no longer required for our business functions.

Will we disclose the information we collect to anyone?

We do not sell, trade or rent client lists or personal information to any third party. We will disclose personal information about you to our lenders and agents where necessary to do so for the ordinary operation of our business. We may also disclose your personal information to our ACL Compliance Monitoring provider located in India, for the purpose of monitoring and managing our ACL Compliance obligations.

In all cases we will only disclose that information that is strictly required, and take all reasonable steps to ensure that your personal information is handled in accordance with the Australian Privacy Principles. These third parties are strictly prohibited from using your personal information for any purpose other than in the pursuit of business related to Amazon Financial Solutions.

Otherwise, we will not disclose personal information unless you consent, we are required to do so by law or under some unusual other circumstances which the Privacy Act permits.

How can you access, update or correct the information we are holding?

You have the right to access your information and if necessary, for it to be corrected. Upon receipt of your written request and enough information to allow us to identify the information, we will disclose to you the personal information we hold about you. We may incur costs in giving you that information, in which case we reserve the right to charge you for our reasonable expenses incurred in doing so.

If you believe that we are holding inaccurate, incomplete, irrelevant or out of date data about you, you may ask us to correct it. You can make a request for access to or correction of your personal information by contacting our Privacy Officer by email at cameron@amazonfinancial.com.au or by telephone on (03) 9974 3000.

In some limited circumstances we may need to refuse access to your information or refuse a request for correction. If this is the case, we will advise you as soon as possible after your request and provide you with our reasons for the refusal.

What happens if you want to complain?

If you have concerns about whether we have complied with the Privacy Act or this Privacy Policy and would like to make a complaint please contact our Privacy Officer by email at cameron@amazonfinancial.com.au or by telephone on (03) 9974 3000. Your complaint will be considered through our internal complaints resolution process and we will respond with a decision within 45 days of you making the complaint.

Your consent

By asking us to assist with your credit needs, you consent to the collection and use of the information you have provided to us for the purposes described above.

Clients can gain access to the information Amazon Financial Solutions Pty Ltd hold about them by contacting us at:

Amazon Financial Solutions Pty Ltd
300 Heaths Road
Hoppers Crossing Victoria, 3030

Phone: (03) 9974 3000

E-mail: cameron@amazonfinancial.com.au
www.amazonfinancial.com.au