

## VISION ASIA SUBSCRIPTION AGREEMENT - TERMS & CONDITIONS



### VISION ASIA NZ Ltd

44 Roma Road  
Mount Roskill  
Auckland  
Tel 09 6294853  
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Vision Asia Pty Limited ACN 092 739 547 of 97 Victoria Road, Parramatta, NSW and its related bodies corporate ("VISION ASIA" or "we") are bound by and comply with the National Privacy Principles ("NPP") set out in Schedule 3 to the *Privacy Act 1988* (Cth) in relation to the collection and disclosure of information regarding individuals in Australia.

The NPPs regulate the way that organisations can collect, use, keep secure and disclose personal information. It also gives individuals the right to know what information an organisation holds about them and a right to correct that information if it is incorrect.

### WHY WE COLLECT YOUR INFORMATION

When you apply for and use the VISION ASIA service we collect personal information about you that you specifically and voluntarily provide. Personal information includes information that can identify you as a specific individual, such as your name, phone number, e-mail address, credit card or bank details.

We collect this information from you so that we can provide the VISION ASIA service and establish and manage your customer account. We may also require information about your premises in order to assist with the installation of VISION ASIA's equipment.

### HOW WE USE YOUR INFORMATION

We will use your personal information:

- to assess your application for the VISION ASIA services;
- to provide and administer the provision of the VISION ASIA services, including billing you and investigating or resolving any disputes relating to the VISION ASIA services provided to you; and
- for planning, research, product development and strategic, financial and other business purposes in relation to our products and services.

VISION ASIA may also use your information to notify you about new services or promotions from time to time. If at any stage you no longer wish to receive these communications from VISION ASIA you can contact us and make this request.

### HOW WE DISCLOSE YOUR INFORMATION

We may disclose your personal information:

- to suppliers and authorised providers for the purpose of enabling us to provide (and for our suppliers to verify the provision of) the equipment and service to you including, without limitation for the purpose of the installation and servicing of equipment. Our suppliers and authorised providers use and disclose your personal information in accordance with their privacy policies. If you want to know more about who our suppliers and authorised providers are, and what their approach to privacy is, or if you wish to access any personal information held about you by them please contact us;
- to government agencies or individuals appointed by a government responsible for investigating and resolving disputes or complaints concerning your use of the VISION ASIA service to enable the investigation and resolution of a dispute or complaint;
- to organisations associated with the promotion of VISION ASIA's services for marketing and analysis purposes, such as TV channel providers.
- to our related bodies corporate. If you want to know more about who our related bodies corporate are and what their approach to privacy is, or, if you wish to access any personal information held about you by them please contact us; or
- where you have otherwise consented.

You acknowledge that in certain circumstances, we may be permitted or required by applicable laws to use or disclose personal information about you.

### FAILURE TO PROVIDE INFORMATION

When making a purchase or applying for a service from VISION ASIA you must provide the requested information. We will use your information to provide the required services, to send you details of the confirmation, for billing purposes and to inform you of any updates or changes to the services.

If you do not provide the information we may not be able to complete your requests or orders and you may not be able to access the VISION ASIA services.

### SECURITY OF YOUR INFORMATION

VISION ASIA has in place security measures to protect your personal information from loss, misuse, unauthorised access, modification or disclosure. VISION ASIA will also take reasonable steps to destroy or de-identify personal information when it is no longer required.

## **CONTROL OVER AND ACCESS TO YOUR INFORMATION**

We will, on request, provide you with access to the personal information we hold about you, unless there is an exception which applies under the National Privacy Principles as set out in Schedule 3 to the *Privacy Act 1988* (Cth). We may recover from you our reasonable costs of supplying you with access to this personal information and your request to provide access to this personal information will be dealt with in a reasonable time. If we refuse to provide you with access to the personal information, we will provide you with reasons for the refusal and inform you of any exceptions relied upon under the National Privacy Principles. If you want to find out what information we have about you contact us on [insert number]. We will ask you to put your request for access in writing and provide proof of your identity.

If you think that any personal information we hold about you is not accurate, complete and up-to-date, you may ask us to correct that information. We will take reasonable steps to correct such personal information unless we disagree with you about whether the information is accurate, complete and up-to-date.

## **TRANSBORDER DATA FLOWS**

VISION ASIA may transfer your personal information to a foreign country if we are reasonably satisfied that the recipient has in place appropriate privacy protection.

## **COLLECTION SPECIFIC TO USING THIS WEBSTE**

VISION ASIA also collects information regarding activity on its website, such as the number of visitors to the website, the date and time of those visits, the number of pages viewed and navigation patterns. This information does not personally identify you. It is obtained using 'cookies' which are frequently used by websites to identify users' computers. This information on its own does not identify an individual but it provides VISION ASIA with statistics that we can use to analyse and improve our website and the VISION ASIA service.

## **CHANGES TO THE PRIVACY POLICY**

VISION ASIA reserves the right to modify or amend this Privacy Policy at any time and for any reason. If there are material changes to this statement or in how VISION ASIA will use your personal information, VISION ASIA will prominently display such changes on the website prior to implementing the change.

## **CONTACT US**

If you have any questions about VISION ASIA's Privacy Policy or if you believe that your privacy has been breached by VISION ASIA, you can contact us by writing to us at PO Box 27292, Mount Roskill, Auckland or contacting us on 09 6294853.