

# Privacy Policy

The purpose of this policy is to ensure that the Cypress Pty Ltd (ODYSSEY H20) complies with the Privacy Act and the National Privacy Principles (NPP). These changes govern the collection, use and storage of personal information.

What type of personal information does ODYSSEY H20 hold?

ODYSSEY H20 holds personal information about its employees, customers, customer personnel, its suppliers and supplier's personnel, for a number of business purposes including:

- \*delivering services to its customers, billing and reporting;
- \*communication in the ordinary course of business (including telephone, face to face and email communication);
- \*exploring mutual business opportunities with customers;
- \*contract and relationship management;
- \*engagement and management of supplier relationships;
- \*internal business administration, such as payroll, expenses, travel management, cost reporting, internal technology infrastructure support;
- \*recruitment of employees and contractors;
- \*personnel performance management, professional development and training;
- \*other purposes required by contractual obligations or by law – i.e. Bureau of Statistics etc.

The type of information that ODYSSEY H20 holds varies according to the circumstances, but in most cases will include your name, address, personal and business contact details (organisation, business title, telephone number, e-mail address etc.)

Collecting your personal information

ODYSSEY H20 may collect personal information directly from you over the telephone, by completing an application or an electronic form, or through visiting the [www.Odysseyh20.com](http://www.Odysseyh20.com) website. We may also collect information from publicly available sources of information.

Using or disclosing your personal information

ODYSSEY H20 collects personal information from its customers and suppliers in respect of their employees or other personnel, to provide a customer with a particular product or service or for internal business administration purposes.

In some circumstances, ODYSSEY H20 may also use or disclose your personal information for related or secondary purposes, in which case ODYSSEY H20 will comply with the disclosure requirements of the Privacy Act.

ODYSSEY H20 does not sell or disclose personal information to third parties for the purpose of allowing them to direct market their products to services to you.

## Storage and Security

ODYSSEY H20 protects any personal information that it holds from misuse or loss, and from unauthorised access, modification and disclosure. Your personal information may be stored in hardcopy documents, electronically, or in databases, software or systems. ODYSSEY H20 maintains physical security over paper and electronic data records containing personal information, such as locks and security systems. ODYSSEY H20 also maintains computer and network security, for example firewalls and other security systems such as username and password access to control access to computer systems. ODYSSEY H20 will take all reasonable precautions to ensure that only authorised personnel will have access to your personal information.

## Website

We use your IP address to help diagnose problems with our server, and to administer our web site. Your IP address is used to help identify you and your shopping cart and to gather broad demographic information.

ODYSSEY H20 websites use cookies. The cookie does not track any personal information about you, provide us with any way to contact you, or extract any information from your computer. We hope you will want the better service that cookies provide, but you may set your browser to refuse cookies. However, by doing so, you will not be eligible for any online discounts/specials/promotions/or coupons.

You can visit this website without registering or giving any information. However, our site does have a way for our users to register to make their experience more enjoyable. Our site's registration form requires users to give us contact information (like their name and email address) and unique identifiers (like email address, postcode etc). ODYSSEY H20 desires to keep our customers updated on the products and promotions we offer. By giving ODYSSEY H20 your email address, fax number, or postal address on-line, you consent to allow us to send you from time to time, information about our new products, promotions, and services. Users may opt-out of receiving future mailings by telling us they do not want to receive them in the future. Unique identifiers (like email address, postcode etc.) are collected to verify the user's identity and for use as account numbers in our record system.

This site contains links to other sites. ODYSSEY H20 is not responsible for the privacy practices or the content of such websites.

## Anonymity

Wherever lawful and practicable, ODYSSEY H20 will take all reasonable steps to ensure that you have the option of remaining anonymous in your dealings with ODYSSEY H20. However, ODYSSEY H20 expects that there will be a number of instances in the provision of services where anonymity will be impractical and may prevent ODYSSEY H20 from providing services to you without adequate personal information.

## Direct Marketing

ODYSSEY H20 may from time to time use your personal information such as your address, email or contact details to provide you with information about other services that ODYSSEY

H20 offers.

If at any time you do not wish to receive any information about these services please feel free to contact us on 1300 722 979 and we will not send you any further material.

What should I do if I have a privacy complaint?

A privacy complaint is an issue or problem related to ODYSSEY H20's handling, use, disclosure or disposal of your personal information. ODYSSEY H20 will investigate all privacy complaints brought to its attention, with a view to resolving the complaint to the parties' mutual satisfaction.

Contacting Us

If you have any questions about this privacy statement, the practices of this site, or use of ODYSSEY H20's trademarks and copyrighted material, please contact us.