

# ACCESS POLICY – BENT & CURVED GLASS

## How we provide access to your personal information

### Purpose

The purpose of this Policy is to set out how Bent & Curved Glass Pty Ltd (ABN 81 003 862 182) and its Associated Companies (“**Bent & Curved Glass**” or “**we**”) will provide you with access to your personal information. The Access Policy is part of our Privacy Policy and our commitment to maintain and give effect to your right to privacy.

### Associated Companies

An Associated Company means any subsidiary corporation or any Related Body Corporate (as that term is used in the *Corporations Act 2001* (Cth)).

### Overriding principles

At all times conduct under this Policy will be governed by the following principles:

- all requests will be dealt with promptly and in a confidential manner;
- any inaccurate or out of date information will be corrected; and
- your request to access your personal information will not affect any commercial or professional arrangements between you and Bent & Curved Pty Ltd.

### How to obtain access?

We will provide access by allowing you to inspect, take notes of or receive copies or print outs of the personal information that we hold about you. To obtain access please make your request in writing, addressed to our Privacy Officer, details of which are set out below:

Mr Joseph Finn  
Bent & Curved Glass Pty Ltd  
257 Milperra Road  
REVESBY NSW 2212  
Telephone: (02) 9773 1022  
Facsimile: (02) 9773 1055

For security reasons you will be required to put your request in writing and provide proof of your identity. This is necessary to ensure that personal information is provided only to the correct individuals and that the privacy of others is not undermined.

If you are able to establish that the personal information we hold about you is not accurate, complete or up to date we will take all reasonable steps to correct our records.

### When will Access be denied?

Access will be denied if:

- the request does not relate to the personal information of the person making the request;
- providing access would pose a serious and imminent threat to the life or health of a person;
- providing access would create an unreasonable impact on the privacy of others;
- the request is frivolous and vexatious;
- the request relates to existing or anticipated legal proceedings;
- providing access would prejudice negotiations with the individual making the request;
- access would be unlawful;
- denial of access is authorised or required by law;
- access would prejudice law enforcement activities;
- access discloses a ‘commercially sensitive’ decision making process or information; or
- any other reason that is provided for in the National Privacy Principles or in the *Privacy Act 1988* (Cth).

If we deny access to information we will set our reasons for denying access. Where there is a dispute about your right of access to information or forms of access, this will be dealt with in accordance with our Complaints Policy.

### **Time**

We will take all reasonable steps to provide access or the information requested within 14 days of your request. In situations where the request is complicated or requires access to a large volume of information, we will take all reasonable steps to provide access or the information requested within 30 days.

### **Cost and Charges**

Bent & Curved Glass may charge you reasonable fees to reimburse us for costs we incur relating to your request for access to information, including in relation to:

- photocopying; and
- delivery cost of information stored off site.

For current fees, please contact Bent & Curved Glass' Privacy Officer (details set out above).

**Joseph Finn**  
**Privacy Officer**  
**October 2006**