



Trademax Group Pty Ltd Privacy Policy

Trademax Privacy Policy

Your privacy is important to us. We know that how we collect, use and protect your information is important to you, and we value your trust.

This privacy policy explains how Trademax Group Pty Ltd (Trademax) collects, uses and protects your personal information in accordance with the Privacy Act 1988 (Commonwealth) as amended and the Australian Privacy Principles (APPs), (together, referred to as the Privacy Laws), as well as the rights that customers have in respect of their personal information.

Collection of Personal information

We collect personal information through our account opening process and subsequent interactions and dealings with you, to enable us to provide you with the products and services you request as well as information on other products and services offered by us. The law may also require us to collect personal information.

We may record telephone conversations between you and our staff members. Such recordings, or transcripts from such recordings, may be used for compliance or dispute resolution purposes.

We collect statistical information about visitors to our websites such as the number of visitors, pages viewed, types of transactions conducted, time online and documents downloaded. This information is used to evaluate and improve the performance of our websites.

We use cookies on our websites. A cookie is a small amount of data that is sent to your browser from a website's computer and stored on your computer's hard drive. They are used to collect statistical information in addition to allowing you to access your account online.

We aim to ensure that the personal information we retain about you is accurate, complete and up-to-date.

We ask that you promptly notify us of any changes to the personal information that we hold about you to enable us to contact you with regard to your account activities and other urgent matters.

Use of Personal Information

Your personal information is used by us to administer, monitor and evaluate products and services, gather, aggregate and report statistical information, assist you with any queries and take measures to detect and prevent fraud and other illegal activity.

We may disclose personal information in confidence, to our service providers, including credit reporting agencies for KYC/AML checks. We may also be required to provide your personal information to regulatory and government bodies.

We may share personal information described above in confidence with our affiliates, in the provision of our services to you. Our affiliates are companies that directly or indirectly controls, is controlled by, or is under common control with Trademax.

Protection of Personal Information

We take all reasonable steps to protect your personal information from misuse, loss, unauthorised access, modification or disclosure. We limit access to your personal information to those staff members and third parties who need to know, in order to conduct our business, service your account and provide you with our products and services. We maintain physical, electronic and procedural safeguards to protect your personal information.

Your rights

You need not give us any of the personal information requested by us. However, without that information we may not be able to open an account for you where the information is requested in an application form, or to provide you with any other services, information or assistance you have sought.

While we may send you marketing material that we think may be useful to you, we are cognisant of the need to respect your privacy. Unless you are informed otherwise, this information is used to review your ongoing needs, enhance customer service and give you information or opportunities that we believe may be relevant to you.

If you do not wish to receive non-essential information or marketing material, you will be allowed to unsubscribe to receiving such material.

Under the Privacy Laws, you have the right to obtain a copy of any personal information we hold about you and seek a correction of that information. There are some exceptions to this set out in the Privacy Laws.

To make a request, please contact us by phone on 02 8036 8388 or send an email to info@trademax.com.au. We will need to verify your identity and may require you to complete a form specifying the information you require. We will acknowledge your request within seven (7) days and respond promptly to it advising the procedure to accessing this information.

If you have concerns about Trademax's privacy practices or specific complaints about the personal information we have about you or would like to request access or amendment to your information, simply call us on 02 8036 8388 or send an email to info@trademax.com.au.

If your concerns are not resolved by us to your satisfaction, you may complain to the Office of the Australian Information Commissioner through one of the following means:

Telephone: 1300 363 992
Email: enquiries@oaic.gov.au; or
Writing: GPO Box 5218
SYDNEY NSW 2001

Links to other websites

The Trademax website may provide links to third-party websites for product related services and information. If customers decide to access those links, they will leave the Trademax website. Trademax does not control those third-party sites or their privacy practices, which may differ from Trademax's. Trademax does not endorse or make any representations about third-party websites. Any personal information customers choose to give to unrelated third parties is not covered by Trademax's privacy policy. Customers should review the privacy policy of any third-party website before submitting personal information. Some third-party companies may choose to share their personal data with Trademax. That sharing is governed by the disclosing company's privacy policy.

Your consent

By accessing this website or by submitting an application to open an account with us, you consent to us collecting, maintaining, using and disclosing personal information about you.

Amendments to this privacy policy

We may make changes to this Privacy Policy from time to time. The current version will be available on our website at trademax.com.au.