

YOUR PRIVACY IS IMPORTANT TO US

Fry Bros are committed to complying with the Privacy Act 1988 (Cth) (Privacy Act) and the Australian Privacy Principles (APPs) in the Privacy Act. We respect and value the personal information that you are willing to entrust to us, and this policy explains how we collect, hold, store, use, disclose and otherwise manage your personal information.

Fry Bros has adopted this privacy policy pursuant to the Privacy Act 2000. Our clients' privacy has always been of utmost importance to Fry Bros and prior to the Act being legislated Fry Bros has had measures in place to ensure the privacy of our clients' personal information. Fry Bros will continue under the new Privacy Act to ensure that all clients' personal details are kept confidential and secure.

Any information provided to us from which you can be identified, will only be used in accordance with this Privacy Policy.

We may from time to time review and update this policy to comply with our legal obligations, to reflect changes in technology and to our operations and practices, and to ensure it remains relevant to our environment. Changes to the policy will be published on our website www.frybros.com.au

What kind of personal information do we collect and how do we collect it?

Personal information means information or an opinion about an identified individual, or an individual who is reasonably identifiable, regardless of whether the information or opinion is true or not, or whether it is recorded in a material form or not.

Sensitive information is a subset of personal information, which is given a higher level of protection under the Privacy Act. Sensitive information is defined in the Privacy Act to include information or opinion about such things as an individual's racial or ethnic origin, political opinions, membership of a political association, religious or philosophical beliefs, membership of a trade union or other professional body, criminal record or health information.

We collect and hold personal information, which may include sensitive information about:

- Clients who have engaged our professional services
- Employees, job applicants, volunteers, contractors and suppliers;
- People who access and use our websites and other electronic media and communications.

Examples of Personal Information that Fry Bros collect include: names, addresses, dates of birth, phone numbers, email addresses, gender, marriage details, employment details and medicare/centrelink details. Fry Bros needs this information to fulfil their legal obligations as a funeral director and provide clients with the level of service they require.

We may also collect non-personally identifiable information when using our website, including but not limited to your browser type, version and language, operating system, pages viewed while browsing our website, page access times and referring website address.

Personal information you provide

We will generally collect your personal information by way of forms filled out either by yourself or your next of kin/executor/responsible person, face-to-face meetings, interviews, telephone calls and website or other electronic data.

You may ask Fry Bros at any time to update the personal information we hold on you to ensure that our records are accurate and up to date.

Personal information provided by other people

Where reasonable and practicable to do so, we will collect your personal information only from you. In some circumstances, a third party including but limited to your next of kin, executor, solicitor, nursing home, hospital staff or medical practitioner may provide us with some or all of your personal information. In some cases, where you do not provide the personal information we request, we may not be able to help, employ, or engage with you in some or any of our business responsibilities. You may also choose to deal with us on an anonymous basis or using a pseudonym, however

we will need to identify you in many circumstances, for example, to provide care for you or your loved one or to process a job application.

How will Fry Bros use your personal information?

We collect your Personal Information for the primary purpose of providing our services to you. It will only be used for the purposes for which you tell Fry Bros it can be used, or to contact you to respond to your needs or specific enquiries you have made with us.

Non-personally identifiable information collected through the use of our website is used solely internally for the purpose of gauging visitor traffic, trends and delivering personalised content to you while you are visiting our website.

To whom might we disclose your personal information?

Fry Bros will only disclose your personal information where it is necessary and relevant in the course of Fry Bros providing our services to you. Your personal information will be treated with respect and will not be provided to any individual or organisation unconnected to Fry Bros without your consent, unless we are required to do so by law.

Examples of how we may disclose your personal information include:

- Notifying Centrelink and other government bodies that a death has occurred
- Notifying the Registry of Births, Deaths & Marriages that a death has occurred
- Liaising with Clergy and Celebrants in the course of arranging and preparing the funeral service
- Medical practitioners
- People providing necessary services to Fry Bros in order for us to provide our services to you
- Anyone to whom you authorise Fry Bros to disclose your personal information to.

Overseas disclosures: We will only disclose personal information about you or your loved one outside Australia where you have agreed to this. Where you make such a

request, you agree and acknowledge that we will have no control over the information that we disclose, and that we will not be able to ensure that the overseas recipient handles that information in accordance with the Privacy Act, the Australian Privacy Principles and any other applicable Australian laws. Examples include:

- The publication on the internet of material which may contain personal information such as names, family relationships, photographs, video and audio recordings, and posts and comments on our social media platforms.
- The provision of personal information to recipients using a web-based email account where data is stored on an overseas server;
- Liaising with government and administrative bodies where repatriation of the deceased is required either to or from Australia
- The provision of personal information to foreign governments and law enforcement agencies (in limited circumstances and where authorised by law).

Management and security of your personal information

Our staff are required to respect the confidentiality of the information and privacy of individuals. We have processes in place to protect the personal information we hold from misuse, interference, loss, unauthorised access, modification or disclosure by use of various methods including locked storage of paper records and password restricted access rights to computerised records. Where we no longer require personal information for a purpose required under the Privacy Act, we will take reasonable action to destroy or de-identify that information, unless it would be unlawful for us to do so.

Fry Bros does not sell, distribute or rent out any of the personal information it holds and protects the security of that information in accordance with regulatory requirements.

Accessing, correcting and updating personal information

We endeavour to ensure that the personal information we hold is accurate, complete, and up to date, and where using or disclosing it, relevant for the purpose of the use or disclosure. You have a right to access your personal information at any

time and may seek to update the personal information we hold about you by contacting us at any time on the details below. In order to protect your personal information, we may require identification from you before releasing the requested information. If we are unable to correct your information, we will give you notice of this and explain why and how you can take the matter further.

Enquiries and complaints

If you would like further information about the way we manage personal information, wish to gain access to your personal information, raise a concern or lodge a complaint about Fry Bros privacy policy, please contact us on the details below:

48 Banks Street, East Maitland

97 New England highway, Maitland

61 Port Stephens Street, Raymond Terrace

Phone: 02 4933 6155

admin@frybros.com.au