

# Tiger Asset Group Privacy Policy

## 1. Summarised extent of our commitment

1.1. This Privacy Policy (Policy) applies to the collection, storage, use and dissemination of your personal information by **TIGER ASSET GROUP** (being **Tiger Asset Group Pty Limited** ACN 168 207 556 and its related companies).

1.2. This Policy relates to the collection and use of your personal information by **TIGER ASSET GROUP** through your use of the website [www.tigerassetgroup.com](http://www.tigerassetgroup.com) (Website) or otherwise throughout your interactions with any of **TIGER ASSET GROUP's** physical branches or auction houses.

1.3. We are committed to protecting your privacy and that of each of our customers.

1.4. **TIGER ASSET GROUP** has developed this Policy in line with the 'National Privacy Principles' and (from 12 March 2014) the 'Australian Privacy Principles' in the Privacy Act 1988 (Cth) (Act).

1.5. We use the information we collect on our site to improve our services.

1.6. We will always respect your wishes and take all reasonable steps to securely destroy your personal information, should you later decide to change your mind on the information that we have collected from you and expressly ask us to do so. We note that in some cases **TIGER ASSET GROUP** will be required to retain certain information due to legal reasons.

## 2. Our Commitment to your Privacy

2.1. The confidentiality of your personal information is of the utmost importance to us.

2.2. In registering your personal information with us and in using our web services, we pledge to respect your right to privacy in the following ways:

- (a) By letting you decide what personally identifiable information we may collect;
- (b) By assuring you of our total commitment to maintaining your privacy;
- (c) By letting you decide whether or not to receive emails from **TIGER ASSET GROUP**; and
- (d) By letting you decide whether or not to receive information from third parties approved by us.

2.3. **TIGER ASSET GROUP** undertakes not to sell, trade or rent any personally identifiable information obtained from you to a third party (including international recipients) without your consent. However, in the event of a merger, acquisition or sale of the whole or part of the business of **TIGER ASSET GROUP**, we reserve the right to transfer your personal information as part of any such transaction.

2.4. We will use all reasonable endeavours to maintain the security of your personal information and to protect your personal information from misuse, interference and loss and against unauthorised access, modification or disclosure.

2.5. Due to the nature of the Internet, we provide no guarantee or warranty regarding the security of your personal information during transmission to us or storage by us and you acknowledge that you disclose your personal information to us at your own risk. Please contact us immediately if you become aware or have reason to believe there has been any unauthorised use of your personal information in connection with the Website.

## 3. What kinds of personal information do we collect?

3.1. **TIGER ASSET GROUP** collects personal information from you that is required to provide you with the goods and services you request from us. Examples of the types of personal information we may collect includes name and contact details including address and email address, job title and position and in some cases financial information, such as bank and credit card details.

3.2. Sometimes we will collect this information directly from you (for example if you register an account and post a listing on the website), and when you deal with us over the telephone or correspond with us via fax, letter, email or any other mode of communication.

3.3. We may also collect this information from a third party you have authorised to provide the information including, but not limited to, an agent or representative.

## 4. Why do we need your information?

4.1. We collect personal information in a number of ways and how we collect personal information from you will depend on how you use our services.

4.2. The primary purpose for which we collect information from you is to provide you with products and services you have requested and enable us to complete your transactions with us, and for purposes necessary or incidental to the provision of goods and services to you. We may also use your personal information:

- (a) so that we can process your online bids and purchases, including processing your payments for items purchased, or if you are the winning bidder of an auction item;
- (b) so we can identify you as a legitimate client and constantly improve your experience;
- (c) to gain an understanding of your preferences and requirements in order for us to provide information, goods and services that are of interest to you and to enhance your use of the Website;
- (d) to conduct marketing and promotional activities;
- (e) to communicate with you, including by email, mail or telephone;
- (f) to verify your identity;
- (g) to investigate any complaints about or made by you in relation to information on our Website, or if we have reason to suspect that you are in breach of any of our terms and conditions; or
- (h) as permitted by law, such as to report unlawful activity to a law enforcement body.

4.3. In some instances, **TIGER ASSET GROUP** will be required to pass on your information to parties where that information is directly related to **TIGER ASSET GROUP's** primary purpose of administering or facilitating the purchase of a good or service by you.

4.4. If an auction or sale of assets includes a buyer or vendor that is overseas, a vendor's personal information may be provided to the buyer (and vice versa) to facilitate completion of the transaction. While **TIGER ASSET GROUP** will take steps to try and ensure that the recipient will adequately protect the personal information provided, this cannot be guaranteed. By participating in an auction or other sale process managed by **TIGER ASSET GROUP** which involves an overseas buyer or vendor, you consent to the provision of your personal information to that overseas buyer or vendor (as the case may be) to facilitate completion of the relevant transaction.

4.5. Although we undertake not to collect or monitor any personal information about you without your consent, we may be compelled to do so in the following situations:

- (a) Because it is required by law;
- (b) To provide you with a service you have requested;
- (c) To fulfil our terms, conditions, internal policies or business rules; and
- (d) To protect our property rights, to protect any **TIGER ASSET GROUP's** clients, or any member of the public.

## 5. How we secure personal information

5.1. All the information that we gather is stored by **TIGER ASSET GROUP** on a secure site protected by state of the art 'firewalls' and never shared with anyone without your consent. Although we make no guarantee as to the absolute security of your personal information, we will use all reasonable measures to maintain its security.

5.2. The Website may contain direct links to other sites operated by third parties. You acknowledge that such sites may not be operated by **TIGER ASSET GROUP**. Advertisements on such sites, and links to or from other sites, do not constitute **TIGER ASSET GROUP's** sponsorship, approval, endorsement of the content, policies, practices or services offered on those advertisements or sites.

#### **6. Access to your personal information**

6.1. **TIGER ASSET GROUP** will use all reasonable endeavours to keep personal information it holds accurate, complete, up-to-date, relevant and not misleading. Please contact us if you would like to access the personal information we hold about you. We will use reasonable endeavours to provide a complete list of your personal information within a reasonable period of receipt of your request. **TIGER ASSET GROUP** may in certain circumstances charge you for these services.

6.2. You may contact us to correct any of your personal information that is inaccurate, incomplete or out-of-date. We will use reasonable endeavours to correct your personal information as requested within a reasonable period of receipt of your request. **TIGER ASSET GROUP** will not charge you for this service. If applicable, any legal requirement on us to maintain certain records of your personal information shall prevail over any of your requests. We may require you to provide your identity before providing you with copies of your personal information.

6.3. We will track web traffic patterns throughout the Website.

#### **7. Cookies**

7.1. We also collect information about you that is not personal information. For example, we reserve the right to use a feature of your browser called a "cookie" to assign a "User ID." Cookies, by themselves, cannot be used to find out your identity or the identities of any of our users, but only identifies your computer to our servers when you visit our site.

7.2. Cookies are commonly used by websites on the Internet for identification purposes and to allow functions on websites to work as intended. Cookies are a small data file transferred to your device that recognises and identifies your device and allows your device to 'remember' information from the Websites for future use. Cookies do not contain any information that personally identifies you and we do not use Cookies in order to obtain such information – your personal information can only be obtained by **TIGER ASSET GROUP** if you actively provide it to us. The information collected by way of Cookies is about our visitors as a whole, not about individuals. Your device should allow you to refuse Cookies if you wish by changing the settings.

#### **8. Direct marketing**

8.1. It is our policy only to send emails to customers who give us permission to do so. In every such email, we will also have instructions on how you may unsubscribe from the e-mail list so that you will not receive any future e-mails if you do not wish to.

#### **9. Disclosure to Credit Reporting Body**

9.1. Although **TIGER ASSET GROUP** will not seek to disclose your personal credit information to a credit reporting body, we may be required to do so in certain circumstances as prescribed under the Act.

9.2. **TIGER ASSET GROUP** will take reasonable steps to ensure that credit information disclosed is accurate, up-to-date and complete. You may request the correction of your information, without charge.

#### **10. Consent**

10.1. By using the Website and **TIGER ASSET GROUP** services, you agree and consent to:

- (a) **TIGER ASSET GROUP** collecting and using your personal information in accordance with this Privacy Policy;
- (b) **TIGER ASSET GROUP** providing your information to third parties where that information was provided by you to enable us to administer or facilitate the purchase of a good or service by you; and
- (c) **TIGER ASSET GROUP** changing, altering or modifying this Privacy Policy from time to time.

10.2. We will always post changes in our policy on this page, so that you are always aware of what information we collect and how we use it.

#### **11. Children**

11.1. **TIGER ASSET GROUP** requests that a child's parent or legal guardian consent to their child's use of the Websites and explain this Privacy Policy to them. All persons under the age of 18 must obtain the consent of their parent or legal guardian before submitting personal information.

11.2. If a minor has provided us with personal information without the consent of his or her parent or legal guardian their personal information may be removed by e-mailing a request to our Privacy Officer.

#### **12. Applicable Law**

12.1. Our Website is controlled by us from our offices in New South Wales, Australia.

12.2. Those who choose to access the Websites from locations outside Australia do so at their own initiative and are responsible for compliance with local laws. This Privacy Policy will be governed by and construed in accordance with the laws of New South Wales, Australia.

12.3. You irrevocably and unconditionally submit to the exclusive jurisdiction of the courts of New South Wales. If any provision of this Privacy Policy is found to be invalid or unenforceable by a court of law, such invalidity or unenforceability will not affect the remainder of this Privacy Policy which will continue in full force and effect.

If you require any further information on the **TIGER ASSET GROUP** Privacy Policy, or would like to read, correct or delete any of your personal information, or otherwise have a complaint concerning the privacy of your personal information held by us (including a breach of the 'National Privacy Principles' and (from 12 March 2014) the 'Australian Privacy Principles') please contact our Privacy Officer by email addressed to [contact@tigerassetgroup.com](mailto:contact@tigerassetgroup.com)

This Privacy Policy is dated 29 August 2014