

# James Bennett

## James Bennett Customer Privacy Statement

James Bennett Pty. Limited respects the right of our customers to privacy. We have always ensured that we protect your trust in us when you provide us with information concerning your organisation and your staff. At James Bennett, we believe that privacy is a core value and protecting the confidentiality and privacy of our customers is of paramount importance. Our goal is to manage information in a manner consistent with the Privacy Act requirements.

Companies have responsibility under the Privacy Act 1988 and subsequent amendments to ensure personal information held on customers will be collected, held and used under strict guidelines, and ensure that customers have control over the way information about them is handled.

### INFORMATION COLLECTED

James Bennett collects information relating to our customer organisations and customer contact personnel. We collect your information where it is necessary to do so in order to fully process and administer your orders. Without these details we would not be able to provide our products and services to you, and in accordance with your specific requirements

### PRIMARY USE

We use your information primarily to fulfil your orders for:-

- Products such as books and non-book materials,
- Services such as Shelf-Ready and Cataloguing (Customised Library Services)
- Specific requirements expressed in relation to these orders.

### SECONDARY USE

Secondary use is made of the information to provide:-

- Status reports on your account,
- Information about new titles such as Kits and Slips,
- Promotional material relating to other services we provide such as profiled/standing orders.

### ACCESS

Access to your information is restricted to James Bennett employees who require the information to provide the relevant products and services to you.

### DISCLOSURE TO THIRD PARTIES

We do not provide your details to any other organisations unless we have your permission.

### CURRENCY OF INFORMATION

To keep your information current we ask that you let us know of any changes by calling your Customer Co-ordinator or Sales Representative. If you wish to access your information, or you have any other questions relating to privacy, please contact your Customer Co-ordinator or Sales Representative who will assist you.

### UNSUBSCRIBE OPPORTUNITIES

James Bennett may provide extra information about new products and services. You can ask not to receive this information if you email, fax or phone your Customer Co-ordinator or Sales Representative.

### WEBSITE INFORMATION

Our commitment extends to our Internet site [www.bennett.com.au](http://www.bennett.com.au). Access is anonymous to the promotional information on this site and no personal information is collected. Access to James Bennett Online (JBO) which provides database browsing, online ordering and query facilities is password protected. You may view the James Bennett Online: Website Privacy Policies on the next page.

# James Bennett Online (JBO) : Website Privacy Statement

James Bennett Pty. Limited respects the right of our customers to privacy. We have always ensured that we protect your trust in us when you provide us with information concerning your organisation and your staff. At James Bennett, we believe that privacy is a core value and protecting the confidentiality and privacy of our customers is of paramount importance. Our goal is to manage information in a manner consistent with the Privacy Act requirements.

Companies have responsibility under the Privacy Act 1988 and subsequent amendments to ensure personal information held on customers will be collected, held and used under strict guidelines, and ensure that customers have control over the way information about them is handled.

## INFORMATION COLLECTED

James Bennett collects information relating to our customer organisations and customer contact personnel. We collect your information where it is necessary to do so in order to fully process and administer your orders. Electronic orders are placed against a customer account not against a password or a login. Email and FTP orders are loaded electronically.

## PRIMARY USE

We use your information primarily to fulfil your orders for:-

- Products such as books and non-book materials,
- Services such as Shelf-Ready and Cataloguing,
- Specific requirements expressed in relation to these orders.

## SECONDARY USE

Secondary use is made of the information to provide:-

- Status reports on your account,
- Information about new titles such as Kits and Slips,
- Promotional material relating to other services we provide such as profiled/standing orders

## ACCESS TO WEBSITE

Our commitment extends to our website [www.bennett.com.au](http://www.bennett.com.au). Access to the promotional information on this site is anonymous and no personal information is collected. Non-personal statistics are collected from the web server regarding volumes, times and duration of traffic. This information is used to improve our website and our customer service.

## JAMES BENNETT ONLINE (JBO)

James Bennett Online (JBO) provides database browsing, online ordering, order status & history as well as order query facilities. Access is password protected with varying levels of password access provided based on instructions from customers regarding staff having either Search Only or a Search and Order facility.

## SECURITY

JBO incorporates security procedures where passwords are the key to accessing information. Nominated personnel are provided with passwords. A logout facility after 60 minutes is provided for additional security and to prevent unauthorised transactions. We do not store access information by subject. James Bennett recommends the following best practice password guidelines:-

- A password should have a minimum of eight characters, be as meaningless as possible and use uppercase letters, lowercase letters and numbers e.g. mw43KH51.
- Change passwords regularly, at least every 30 days.
- Do not give out your password to anyone who is not authorised to have access to it.
- Do not write your password down even if it is disguised

## DISCLOSURE TO THIRD PARTIES

We do not use "cookies". We do not provide your information to other organisations without your permission.

## CURRENCY OF INFORMATION

Customers' approved instructions selecting password, login and account access for staff are maintained in Customer and Order Services. To keep your information current we ask that you let us know of any changes by calling your Customer Co-ordinator or Sales Representative.