



Privacy Policy

We Respect Your Privacy

Tiger E-Lite respects the privacy of all our customers and business contacts, and is committed to safeguarding the personal information that you provide us. Also, Tiger E-Lite is subject to the requirements of the National Privacy Principles, which are contained in the Privacy Act 1988 (the Privacy Act).

Our Privacy Policy outlines how Tiger E-Lite will handle personal information about you. As we collect personal information online through www.tigerelite.com or www.tigerelite.com.au (our website), this Privacy Policy also outlines our approach to online privacy issues (at 8 below).

Our Privacy Policy is divided into the following sections:

1. How is personal information collected?

In order to provide customers with prompt & quality service, Tiger E-Lite offers customers the ability to purchase goods through three different sales channels.

- Online sales are available through our website, www.tigerelite.com or www.tigerelite.com.au.
- By Telephone or Facsimile through our office in Melbourne.
- Through a network of good hobby shops throughout Australia.

These sales channels reflect the different ways in which Tiger E-Lite collects personal information about customers. Collection will occur at the time you make a purchase, or when you register as a Tiger E-Lite purchaser, through our website.

2. What personal information does Tiger E-Lite collect, and why?

If you purchase goods from Tiger E-Lite, we need to collect personal information about you, including your name, address and telephone number. The main reason we need this information is so we can contact you to send the goods purchased to you or in the event of a backorder or discontinuation of a product that you might have ordered, to discuss a replacement of similar product. We may also need some of this information in order to process your payment (for example, if you pay by credit card online). Unless you tell us otherwise, we will use personal information about you for our own marketing and research purposes (for example, to provide you information of new products or special offers). You can let us know about this at any time - all you need to do is contact Tiger E-Lite if you no longer wish to receive this marketing material (the contact details are in Section 9 below).

3. Will personal information be given to anyone else?

Tiger E-Lite does not sell or disclose your personal information to third parties. However, Tiger E-Lite will only disclose personal information if this is required by law or permitted under the Privacy Act.

4. Security of personal information

Tiger E-Lite protects the personal information it collects in a database that is unreachable by the Internet. Tiger E-Lite employees are required, as a condition of their employment, to treat personal information held by Tiger E-Lite as confidential, and to maintain the confidentiality of that personal information.

5. Anonymous transactions

Where it is lawful and practicable to do so, customers may transact with Tiger E-Lite without providing personal information. Customers wishing to purchase without providing personal information can make a cash transaction at any of Tiger E-Lite's network of good hobby shops. A list of these hobby shops is available from our website at www.tigerelite.com or www.tigerelite.com.au. However, if we do not collect personal information about you at the point of sale, we will not be able to contact you to inform you of any new products, for example.

6. Non-customer information

Sometimes, Tiger E-Lite needs to collect personal information about individuals who are not customers. This will usually arise where we collect the name and business contact details of a person who is the contact in a government agency or company with whom we deal. Tiger E-Lite's policy is to only use personal information collected from non-customers for the main business purpose for which it was collected.

7. Access and correction

Under the Privacy Act, you have a right to seek access to information that Tiger E-Lite holds about you. You also have the right to ask us to correct information about you, which is inaccurate, incomplete or out of date. If you are an online customer (that is, you purchase goods from our website), you are able to access or correct the personal information which Tiger E-Lite holds about you - simply by logging onto our website. If you are not an on-line customer, but would like to seek access to our connection of, personal information about you, you should follow the procedure set out below. To provide you with access to personal information about you, Tiger E-Lite would usually provide you with a print-out of the relevant personal information from our database, or if relevant, with photocopies of information stored in paper files. If you wish to access the personal information that we hold about you, please set out your request in writing, including your phone number, and forward this to our Privacy Officer at PO Box 1156G, Balwyn North, Victoria 3104, Australia. In the interests of protecting the privacy of individuals about whom we hold personal information, we will require that you verify your identity by enclosing a copy of a form of identification such as a current driver's licence or passport with your written request (this will be returned to you after your identity has been verified). Ordinarily, Tiger E-Lite will not charge you for the cost of providing this type of access to these records. However, if we do propose to charge you, we will advise you of the relevant charge before we provide you with access. If you wish to discuss our method of providing access, please contact our Privacy Officer with your query. If you wish to change personal information that is inaccurate or out-of-date, please contact our Privacy Officer, using the contact details at Section 9, with your request for correction. Tiger E-Lite's policy is to consider any requests for access or correction within 30 days.

8. Online privacy issues

To the extent that this Privacy Policy applies to online privacy issues, it is to be read as forming part of the terms of use for our website. When you deal with Tiger E-Lite, whether online or otherwise, Tiger E-Lite takes its privacy obligations seriously.

This Section 8 is intended to provide more information about privacy for the users of our website. Generally, Tiger E-Lite will handle personal information collected online consistently with the way that it handles personal information collected offline.

To summarise, we will use personal information collected online to provide you with our products and services (eg to process your online purchases), to contact you in the case of an event of a backorder or discontinuation of a product that you may have ordered, and if you agree, for Tiger E-Lite's marketing purposes.

Other matters specific to Tiger E-Lite's handling of personal information online are set out below:

A. Online collection of personal and non-personal information

As outlined at Section 1 of this Privacy Policy, we collect personal information through our website. For example, Tiger E-Lite will collect personal information online from customers when they register as Tiger E-Lite customer or purchase through our website. Our website also collects other information - some of this is personal information, and some is not. For each visitor to our website, our server automatically recognises and stores the visitor's domain name, but not their email address. In addition, our website uses cookies. Most web browsers are set by default to accept cookies. However, if you do not wish to receive any cookies you may set your browser to either prompt or refuse cookies. Please note that rejecting cookies will disable your browser from purchasing goods from our website. We also use cookies for tracking the statistics of our website. This allows us to better understand our users and improve the layout and functionality of our website. This tracking is conducted in such a way to ensure the anonymity of visitors - in this context the cookie may identify your computer - but it should not identify you.

B. Online Disclosures

To try and bring you offers that are of interest to you, Tiger E-Lite may have relationships with other people or companies that we allow to place advertisements on our web pages. If you visit our website and click on these advertisements, advertisement server companies or other third parties may collect information such as your domain type, your IP address and clickstream information. When you access a non-Tiger E-Lite website, please understand that under such circumstances Tiger E-Lite is not responsible for the privacy practices of that site. We suggest that you review the privacy policies of each site you visit.

Alternatively, we suggest that you do not click on any such advertisements if you are at all uncomfortable with this situation.

C. Secure Online Transactions

If you make a purchase through our website, we process your credit card details securely over the Internet using a Westpac accredited Internet payment security system. With the combination of tigerelite.com's Securepay 128-bit SSL encryption at our website and a secure browser at your end, we take all measures to ensure that your credit card and anonymity are protected when you purchase online.

D. Links to other websites

Sometimes our website contains links to third party websites, for your convenience and information. When you access a non-Tiger E-Lite website, once again, please understand that Tiger E-Lite is not responsible for the privacy practices of that site, and we suggest that you review the privacy policies of each site you visit. Alternatively, we suggest that you do not click on any such links if you are at all uncomfortable with this situation.

9. Additional privacy information and how to contact Tiger Elite Pty. Ltd.

Tiger E-Lite may change its Privacy Policy at any time. Tiger E-Lite will make available this policy to anyone who requests it, whether at our office or by use of our website. For further information about privacy issues and the protection of privacy visit the Australian Federal Privacy Commissioner's website at www.privacy.gov.au. If you feel that Tiger E-Lite is not complying with this Privacy Policy, or if you have other privacy concerns, please contact our Privacy Officer (using the following contact details):

- by e-mail at privacy@tigerelite.com
- by facsimile on (03) 9850 9302 (Australia) or +61 3 9850 9302 (International)
- by letter to P.O. Box 1156G, Balwyn North, Victoria 3104, Australia

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