

Privacy Policy

We, Milford Group, are committed to protecting your privacy. In accordance with the privacy law, this policy outlines how we manage privacy protection of your personal information. Milford Group includes Milford IBC Pty Ltd (ACN 120 220 377), Milford Industries Pty Ltd (ACN 119 800 896), Milford IBC Corporate Pty Ltd (ACN 061 169 471), Hall Towbars Pty Ltd (ACN 150 838 761) and their related entities from time to time.

The Milford Group acknowledges that there is no obligation for an individual to provide it with personal information. However, if you choose not to provide the Milford Group with personal information this may prevent us from being able to, or reduce our ability to, provide you with our full range of products and services.

Collection and Use of Information

We collect personal information by a number of means including in person, in writing, by telephone, through our website and by other electronic communication channels. Wherever practicable, we will ask you for the information directly. However, we may also obtain information from contractors of ours and others such as your employers, business associates, bankers, credit reference agencies and referees. The Milford Group may use your personal information in carrying on and promoting its businesses. In particular, the reasons for the collection of the personal information include, but are not limited to, selling and marketing of products and services to you and our customers, operating customer care and warranty programs, preparing and publishing technical and marketing information related to existing and new products and product safety and hazard related information. The Milford Group may also use personal information to operate customer or member satisfaction surveys and events, such as 'loyalty' programs.

If you no longer wish to receive marketing materials relating to our products and services, please advise us and we will cease providing you with these materials.

Disclosure to an Organisation

The Milford Group may disclose personal information, for the purposes set out above, to any of its related entities, licensees, business partners, agents, dealers or contractors. Some of these people may be located in countries outside Australia.

Storage, Access and Retention of Personal Information

Our information systems and files are kept secured from unauthorised access and our staff and contracted agents and service providers have been informed of the importance we place on protecting your privacy and their role in helping us to do so.

You are able to access personal information held by us. If the information is inaccurate, a request can be made to correct it.

The Milford Group reserves the right to charge a nominal fee if required for the retrieval of information requested.

Further Information

If you would like further information on our privacy policy or if you have any concerns over the protection of the information you have given to us or that we have collected from others, please contact our Privacy Officer at Milford Industries Pty Ltd, 20 Fitzroy Avenue, Camden Park, South Australia 5038, Ph +61 8 8294 5955.