



Collection House Limited

# Privacy Collection Notice

## DOCUMENT CONTROL

### Endorsement

Doc #	Current Version	Approval Date	Approved By	Review Period	Author	Class
CP 0606	4	11/2016	Justin O'Flaherty	Annual	Justin O'Flaherty	1

## Version Control

Doc #	Title	Version	Revision Date	Author/Modifier
CP 0606	Privacy Collection Notice	2	4/2016	Justin O'Flaherty
CP 0606	Privacy Collection Notice	3	11/2016	Vanita Vidal

# PRIVACY COLLECTION NOTICE

We respect your privacy and are committed to protecting it. Our Privacy Policy can be accessed on our website [here](#) or by visiting [www.collectionhouse.com.au](http://www.collectionhouse.com.au).

Your personal information will be collected by Collection House Limited, or one of its subsidiaries including:

- Collection House Limited Pty Ltd
- Lion Finance Pty Ltd
- CLH Business Services Pty Ltd
- CLH Lawyers
- Collective Learning and Development Pty Ltd
- Midstate CreditCollect Pty Ltd
- Safe Horizons Pty Ltd
- ThinkMe Finance Pty Ltd

Our contact details are:

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**Phone:** 1800 173 355  
**Fax:** (07) 3831 6655  
**Mail:** Resolutions Team  
Collection House Limited  
PO Box 2247  
Fortitude Valley BC QLD 4006

## HOW WE COLLECT YOUR PERSONAL INFORMATION

### DIRECTLY

We collect your personal information directly from you or your authorised representative, your creditors or potential creditors, credit reporting bodies, other third parties (such as your employer or information providers).

### INDIRECTLY

We collect your personal information from you indirectly through emails, telephone conversations and through the use of the services and facilities available on our website and social media channels (including LinkedIn, Facebook and Twitter).

If we are having difficulty locating or contacting you, we may make discrete enquiries with third parties.

## WHY WE COLLECT YOUR PERSONAL INFORMATION

We collect information for purposes associated with recovering debt and assisting you with financial solutions. If we do not collect information about you, we may be unable to assist you with a solution to your financial circumstances.

## DISCLOSING YOUR PERSONAL INFORMATION

We may disclose information to credit providers, service providers (such as lawyers, commercial agents and technology providers), our related companies, credit reporting bodies, other third parties (such as your employer) or where required at law. More information is available in our Privacy Policy.

Our Privacy Policy contains information about accessing or seeking a correction to your personal information, as well as making a complaint.

Most (if not all) organisations will disclose information to overseas recipients at some point. We take the necessary steps to protect your personal information when it is disclosed overseas. We may disclose your personal information to our overseas subsidiaries in New Zealand and the Philippines. We may disclose your personal information to our contractors or service providers in overseas countries including the United States, New Zealand and the Philippines. If we have reason to believe that an individual is located overseas, we may disclose their personal information to our overseas agent in that country.