

Privacy Policy

This is important information that we think you should be aware of. It's a bit of a long read, but we recommend that you take time and go through all of the policy detail below, as it will explain your rights and our obligations when it comes to your personal information and privacy law.

Onwatch is a security company. We like to be honest and transparent about all of our processes so you can feel comfortable knowing that you are in safe hands. Our Privacy Policy is about letting you know why we collect personal information, the type of information we collect, how we will use that information once we have collected it, and most importantly, how we will protect your personal information.

What is personal information? It's really just all the things we have collected and know about you so we can provide you with an alarm monitoring service.

Why we collect personal information

We only collect personal information from you when it is reasonably necessary to do so for a business purpose. In essence, we collect this information so that we can provide you with the best alarm monitoring service we possibly can. If we did not collect this information, we would not be able to identify which property any alarm signals we receive were coming from or who we should be contacting in relation to those alarm signals.

We may also collect personal information to comply with our legal and Australian Standard (AS 2201.2 2004) obligations.

Do you have to provide personal information?

You have the right not to provide your personal information to Onwatch or to deal with us anonymously. Unfortunately, we require a minimum amount of personal information in order to safely and securely provide our alarm monitoring service to you. Without this personal information, we may not be able to offer you our service or provide the level of safety and security that you might expect.

The type of information we collect

Onwatch collects personal information such as your name, address, contact details, payment details, and information about your home and/or work premises with regard to your security alarm system and its operation.

How we collect this information

There are a few different ways we collect this information.

Most personal information that we collect comes directly from you. This happens when you complete an alarm monitoring commissioning form either with Onwatch or with one of our service agents who may have installed or serviced your alarm system on our behalf.

We will sometimes collect personal information during our relationship with you. This can occur:

- In relation to alarm signals from your property and any interaction we have with you about those signals.
- When you update or change your personal details with us
- When you pay your alarm monitoring account.
- To comply with our legal and Australian Standard (AS 2201.2 2004) obligations.

Sometimes we may collect personal information about you from other people. This can occur when your alarm monitoring service is moved to Onwatch from another monitoring centre. If we do receive your personal information from a third party, we will take all reasonable steps to let you know that we have your information, how we got it and how we will handle this information.

How we DO NOT collect personal information

Onwatch does not purchase or receive personal information from other companies for marketing or any other purpose not directly related to providing an alarm monitoring service. We also do not collect personal information from our website in any form, including digital identifiers or cookies.

Sensitive personal information

Generally, Onwatch does not need to collect or hold any sensitive personal information. We do not need to know anything about your race, ethnicity, politics, religious or philosophical beliefs, union affiliations, sexual preferences, criminal record, health, genetics or biometric information. This type of information doesn't help us provide a better service to you, so it's literally none of our business.

There are some circumstances where a client may voluntarily supply sensitive personal information as they require Onwatch to respond in a particular way to a specific alarm event. For example, a customer may request that an ambulance be sent to the premises immediately if a medical alert is received because they have a life-threatening health issue. We will only collect this type of information with your permission and will only ever use it for the purpose for which it was provided.

Who we share information with

As Onwatch only does alarm monitoring, we use partners and other third-party service providers to assist us with things like servicing your alarm system and alarm response patrols. In order to arrange these services on your behalf, we'll share only as much of your personal information as they need to provide the service and manage their relationship with you. We may also share your personal information with emergency services, such as the fire brigade, ambulance and police if we need to send any or all of them to your premises in response to an alarm event.

Be assured that we have arrangements in place with our partners and service providers that limit the usage or disclosure of your personal information to the purpose for which it was supplied.

When people don't want to pay

Sometimes and for whatever reason, people decide that they don't wish to pay Onwatch for providing an alarm monitoring service. In these rare circumstances and as much as we don't like to, we may have to refer these matters to a debt collection agency or similar company. We will only supply them with the personal information they need to handle the debt and, of course, they are bound only to use this information for the purpose for which it was provided.

With some types of payment default, we may update credit reporting agencies, but we will always tell you before we do this.

Sometimes, we have to share

Onwatch will give access to your personal information when and to the extent that we are required to do so by Australian law or in co-operation with law enforcement bodies. We may also disclose personal information if we believe there has been unlawful activity, serious misconduct or that to do so could reduce or prevent a serious threat to life, health or safety.

Sharing with others

Onwatch will only disclose personal information to others if you have given us permission, or if the disclosure relates to the main reason we collected the information and you would reasonably expect us to do so.

Advertising and personal information

We may from time to time contact you with offers about your alarm monitoring that may interest you. As Onwatch does not purchase or collect marketing information from third-parties, we would only contact you if you are an existing or possibly a previous customer of ours. Onwatch may advertise by mail, phone, email, text and via our website.

Onwatch may recommend using security products from our partners and suppliers, but we do not share your personal information with these partners and suppliers for this purpose.

Opting Out

Onwatch will always let you know in any type of direct marketing, such as mail, email or text, how you can opt out of receiving any future advertising material. If we phone you, you can simply tell our staff that you do not wish to receive any future marketing offers.

When opting out, you can choose to opt out of particular types of direct marketing or from all direct marketing. However, although we do not usually use general marketing forms like letter box drops, we would have no control on an individual basis over excluding you from these types of offers.

Keeping your information secure

As a security company, we take the security of you and your property very seriously. This naturally includes your personal information. We have a number of strategies in place that help us to ensure your personal information is protected.

Additionally, all Onwatch staff are licenced security officers, which means that they have undergone a thorough police check which includes finger printing, before working at Onwatch.

How to access your personal information

If you ask us, we will usually give you access to the personal information we hold about you. We will always confirm your identity before giving access to your personal information.

You can ask for access by calling us on 1300 372 262. It will really help if you tell us what you're looking for.

There are circumstances under Australian privacy laws where we may not give you access to the personal information we hold about you. For example, we can't give you access if it would unreasonably affect someone else's privacy or if giving you access poses a serious threat to someone's life, health or safety.

There is generally no cost for accessing the personal information we hold about you, unless the request is complex or resource intensive. If there is a charge, it will be reasonable and we will let you know what it is going to be so that you can agree to it before we go ahead.

Quality of Personal Information

We aim to keep the personal information we hold about you accurate, up-to-date and complete. This helps us to provide a better service to you. If you think our records need to be updated or corrected, please call us on 1300 658 118.

Let us know

If you have any questions or concerns about our privacy policy or our practices, please let us know. You can contact us by:

Phone: 1300 732 262

Mail: Onwatch, PO Box 555, Double Bay NSW 1360

Email: privacy@onwatch.com.au

If you make a complaint about privacy to us, we will acknowledge receipt of your complaint, and endeavour to investigate and respond to you within 30 days.

Changes

We'll amend this policy if our practices change. Details of recent amendments and the date they were made will be detailed below.