

# STATEMENT REGARDING PRIVACY

VandalTrak Limited (VandalTrak) recognises the importance of protecting the privacy of personal information we collect from registered users. For the purposes of this privacy statement, registered users include all those who registered users of the website, www.vandaltrak.com.au and our Android / iOS smartphone applications.

Personal information held by VandalTrak about its users, is collected, stored, used and disclosed in accordance with the *Privacy Act 1988* (Cth). VandalTrak is bound by the National Privacy Principles contained in the Act.

This privacy statement should be read in conjunction with our terms and conditions.

## The personal information we collect

During the registration process we collect personal information, including your name, a valid email address and a phone number. There are three reasons for this:

- It helps us to establish your bona fides and to prevent misuse of the system by the people it is designed to catch.
- It enables you to track the progress of your report as it is processed by the VandalTrak system and the content distributed to relevant organisations.
- If you are the owner of an affected property, you can be contacted by a relevant organisation regarding repairs or the progress of a criminal investigation.

## Use of personal information by third parties

VandalTrak may disclose your personal information to relevant law enforcement agencies. If we do this, we will require those parties to protect your personal information in the same way we do.

## Use of other information

When you are on our website or using our smartphone application, we may collect certain non-personal information including, but not limited to, the pages you visit, the identity of your Internet browser, the type of operating system you use, your IP address, the domain name of your Internet service provider and the time you take to upload content onto our system.

We use that information to improve the VandalTrak system. Statistical compilation and analysis of information may also be used by VandalTrak as a summary report for marketing, advertising or research purposes.

At any time you may contact us regarding our use of personal information.

## Security

VandalTrak works diligently to ensure the security, integrity and privacy of all personally identifiable information of our users. However, no data transmission by you, particularly from wireless hot-spots, can be guaranteed to be totally secure.

## Access to personal information

You have a right to access most personal information we hold about you and if we deny access in some circumstances we will tell you why. To request access, please contact us as set out at the end of this document.

## Public information

Nothing in this privacy statement relates to personal information you post onto a social media site, bulletin board or chat room.

## Cookies

Cookies are data that a web site transfers to your hard drive for record-keeping purposes. They allow us to track usage patterns and to compile data that can help us improve the VandalTrak system. If you do not want information collected in this way, then you can change the preferences on your web browser.

## Online links to third party and co-branded sites

VandalTrak is not responsible for the content or practices of web sites operated by third parties that link to our site. These links are meant to help users find and visit our site.

## Miscellaneous cautions

Remember to log-off and close your browser when you have finished using VandalTrak. This is to ensure that others cannot access your personal information if you share a computer with someone else or are using a computer in a public place.

Our terms and conditions state that you are responsible for the security of your password.

## For further information

Please contact us to ask for access to your personal information or if you have a complaint concerning your information privacy or if you would like more information about our approach to privacy.

Email: [support@vandaltrak.com.au](mailto:support@vandaltrak.com.au)

Post: VandalTrak Limited, PO Box 3245, Rouse Hill NSW 2155

## What is VandalTrak?

VandalTrak Limited is a not-for-profit public company, limited by guarantee. Our objectives, as expressed in our constitution, are to:

1. promote a cleaner, safer community;
2. promote community involvement in the apprehension of offenders through the provision of information;
3. maintain and improve our web site, [www.vandaltrak.com.au](http://www.vandaltrak.com.au), which persons or bodies may use to provide geospatial, photographic and other relevant information regarding certain criminal offences;
4. provide relevant information to Australian law enforcement agencies;
5. supply data to persons or bodies engaged in removing or remedying graffiti, malicious damage to property, illegally dumped items and certain other criminal offences;
6. make recommendations with respect to legislation and the policies of federal, state and local governments insofar as they relate to the objects of the company; and
7. administer the VandalTrak Rewards Scheme, which pays rewards to eligible persons or bodies that supply information to Australian law enforcement agencies resulting in the identification of offenders responsible for certain crimes.

## [www.vandaltrak.com](http://www.vandaltrak.com)

Our website is designed specifically to receive and collate intelligence on graffiti and other types of malicious property damage. In most cases, the information is being contributed directly by members of the public. By this means, we can assist:

1. local councils and public utilities to clean and protect their assets;
2. community groups to monitor their clean-up work and justify their funding; and
3. police investigators to identify persons of interest and prosecute offenders.

**For more information on how you  
or your organisation can  
join the VandalTrak program,  
please visit our web site:  
[www.vandaltrak.com.au](http://www.vandaltrak.com.au)**

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