

1. INTRODUCTION AND OUR COMMITMENT

- 1.1 Elliotts Irrigation Pty Ltd (ACN 076 083 308) (referred to as “**Elliotts Filtration**” in this policy) is referred to in this Privacy Policy as “**we**”, “**us**”, “**our**” and similar grammatical forms. When we refer to “**you**” we refer to the person whose personal information we collect, use and hold.
- 1.2 We are committed to protecting the privacy of personal and sensitive information which we collect, hold and administer in accordance with the *Privacy Act 1988* (Cth) (**Privacy Act**) and the Australian Privacy Principles (**APPs**) found within the Privacy Act.
- 1.3 When you enquire about our services, become a client, contractor, supplier, potential employee of ours or use our website, a record is made that includes your personal or sensitive information. This document sets out our policy for managing your personal and sensitive information.
- 1.4 By using our website or engaging our services, you accept the terms of this Privacy Policy and consent to us collecting, holding, using and disclosing your personal and sensitive information in accordance with this Privacy Policy.

2. WHAT IS PERSONAL INFORMATION?

- 2.1 **Personal Information:** information or an opinion about an identified individual, or an individual reasonably identifiable which may be provided to us as part of its business requirements either in material form or not, and whether true or not.
- 2.2 **Sensitive Information:** information or an opinion about an individual’s racial or ethnic origin, political opinions, membership of a political association, religious beliefs, philosophical beliefs, membership of a professional or trade association, membership of a trade union, sexual preferences, criminal record, health information, genetic information or biometric information.
(together referred to as “**Personal Information**”)

3. HOW DO WE COLLECT PERSONAL INFORMATION?

- 3.1 The types of Personal Information that we collect about you will vary depending on the circumstances of collection and the capacity in which you engage with us but may include:
 - (a) your name, email, postal address, phone number, date of birth, gender details and next of kin details;
 - (b) if you are participating in an event we are managing or delivering, we may take images or audio-visual recordings which identify you;
 - (c) if you are applying for a job we might collect qualification or work history as well as information from third parties including recruitment agencies or referees, we may also collect additional information such as your tax file number and superannuation information;
 - (d) the Personal Information you voluntarily provide — that is, we collect Personal Information with your informed consent;
 - (e) anonymous non-Personal Information about how you use our website;

- (f) “cookie” based information that makes your use of our website easier by recording your preferences so that when you return to our website the “cookie” re-loads that information into your web browser;
 - (g) visual and audio recording on a Closed-Circuit Television (CCTV) or a photograph – this is when you enter our offices where we use CCTV for ongoing crime protection, incident management and operational purposes;
 - (h) publicly available sources such as social media and LinkedIn; and
 - (i) other information we consider necessary, or collect, to provide our services.
- 3.2 Sensitive information will only be collected where you have consented to its collection and the collection is reasonably necessary for us to carry out our functions and activities, or where an exception exists under the APPs.
- 3.3 We may also collect Personal Information from you when you submit an enquiry on our website. Such information may include, your name, your address, your phone number, your payment details and any other information that you voluntarily provide to us.
- 3.4 If you log into our website using your Google, Facebook or any other log-in social media platform, you are allowing that media platform to share your Personal Information with us, which may include your email and other Personal Information.
- 3.5 In some circumstances, we may also collect Personal Information about you from third parties and we may use that information to provide our services to you.
- 3.6 You can decline to give us any Personal Information we request, but that may mean we cannot provide you with some or all of our services, or we may not be able to communicate with you or respond to your enquiries.

4. WHY DO WE COLLECT, HOLD AND USE YOUR PERSONAL INFORMATION?

- 4.1 We collect Personal Information reasonably necessary to carry out our business, assess and manage our clients' needs, and provide our service offering. We may also collect information to fulfil administrative functions associated with our services, for example, billing, entering into contracts with you and/or third parties and managing client relationships and requirements.
- 4.2 The purposes for which we usually collect, hold and use your Personal Information depends on the nature of your interaction with us, but may include:
- (a) provide you with products and services, and manage our relationship with you;
 - (b) contact you, for example, to respond to your queries or complaints, or if we need to tell you something important;
 - (c) comply with our legal obligations and assist government and law enforcement agencies or regulators; and
 - (d) identify and tell you about other products or services that we think may be of interest to you.
- 4.3 We may use and disclose your Personal Information for other purposes explained at the time of collection or otherwise as set out in this Privacy Policy.

5. HOW DO WE STORE AND HOLD PERSONAL INFORMATION?

- 5.1 Security of Personal Information is important to us. We store most information about you in computer systems and databases operated by either us or our third-party providers. Some information about you is recorded in paper files that we store securely.
- 5.2 We implement and maintain processes and security measures to protect Personal Information and we take measures to minimise the risk of misuse, interference, loss or unauthorised access to your Personal Information. Accordingly, we take all reasonable steps to destroy or de-identify any Personal Information which we no longer require for the purpose it was originally collected or any secondary purpose permitted under the APPs.
- 5.3 Depending on the sub-type of data held, we may retain your records as required by law.

6. WHO DO WE DISCLOSE YOUR PERSONAL INFORMATION TO AND WHY?

- 6.1 We may disclose your Personal Information to other external providers who provide services on our behalf.
- 6.2 We may also disclose your Personal Information where we are required to do so by law or where you have provided consent to disclose such information.
- 6.3 We may use or disclose your Personal Information for the purpose of informing you about our services, upcoming promotions and events, or other opportunities that may interest you. If you do not want to receive direct marketing communications, you can opt-out at any time by contacting us using the contact details below.
- 6.4 If you are a customer or participant in an event, we may disclose your Personal Information to our clients and venues where this is reasonably necessary for, and relevant to, the delivery of the event.
- 6.5 We may disclose information to third parties we engage in order to provide our services, including contractors and service providers used for data processing, data analysis, customer satisfaction surveys, information technology services and support, website maintenance/development, printing, archiving, mail-outs, and market research.
- 6.6 We may disclose Personal Information for a range of administrative, management and operational purposes including, but not limited to, administering billing and debt recovery, training staff and contractors, monitoring and evaluating our services or obtaining advice from consultants and other professional advisors.
- 6.7 If the ownership or control of all or part of our business changes, we may transfer your Personal Information to the new owner.
- 6.8 We do not disclose your Personal Information to recipients which are located outside of Australia.

7. DO WE USE YOUR PERSONAL INFORMATION FOR MARKETING?

- 7.1 Unless you tell us otherwise, we may use your Personal Information to offer you products and services we believe may interest you, but we will not do so if you tell us not to.
- 7.2 Where you receive electronic marketing communications from us, you may opt out of receiving further marketing communications by following the opt-out instructions provided in the communication.

8. ACCESS TO AND CORRECTION OF YOUR PERSONAL INFORMATION

- 8.1 You are entitled to access your Personal Information held by us on request. We will take reasonable steps to provide you with access to your Personal Information. If you consider any Personal Information that we hold about you to be inaccurate, out-of-date, incomplete, irrelevant or misleading, you may request a correction of your Personal Information by contacting us.
- 8.2 We may decline your request to access or correct your Personal Information in certain circumstances in accordance with the APPs. If we do refuse your request, we will provide you with a reason for our decision and, in the case of a request for correction, we will include a statement with your Personal Information about the requested correction.

9. LINKS TO OTHER WEBSITES

- 9.1 We are not responsible for the privacy compliance of any websites from the links that may be on our website. The content and privacy policies of other websites are the responsibility of their owners.

10. COMPLAINTS

- 10.1 If you have a complaint about the way in which we have handled your Personal Information or any other privacy issues, including your request for access to or correction of your Personal Information, you should contact us directly by emailing: info@elliottsfiltration.com.au.
- 10.2 If you wish to make a complaint, please provide your name, contact number, contact address and full details of your complaint. Please note, that we may require proof of your identity before we can process your complaint.
- 10.3 Please allow up to 30 days for us to respond to your complaint. We will also consider your complaint and determine whether it requires further investigation. If a further investigation is required, we will notify you of the outcome of this investigation and any subsequent internal investigation.
- 10.4 If you remain unsatisfied with the way in which we have handled a privacy issue or unhappy with our response, you can refer your complaint to an independent advisor or contact the Office of the Australian Information Commissioner (**OAIC**) (www.oaic.gov.au) for guidance on alternative courses of action which may be available.

11. CHANGES TO THIS POLICY

11.1 From time to time, we may change, review or update our Privacy Policy on how we handle Personal Information or the types of Personal Information which we hold. Any changes to our Privacy Policy will be published on our website.

12. CONTACT DETAILS

12.1 If you have any questions, complaints or requests, please find our details located on our website on the "Contact Us" tab or by emailing: info@elliottsfiltration.com.au