

COLLECTION AND USE OF YOUR PERSONAL INFORMATION

We are committed to protecting your privacy. Any personal information collected, handled, stored or disclosed about you will be managed in accordance with the Privacy Act 1988, the Privacy and Data Protection Act 2014 and other relevant privacy laws.

We will not collect your personal information unless the information is necessary for one or more of our functions or activities. When collecting your personal information, we will only collect it by lawful and fair means and not in an unreasonably intrusive way.

We may collect your personal information if the law requires us to collect it. If we do not collect your personal information, we may not be able to deal with you, or provide you with a service. We collect most personal information directly from you. For example, you provide us with your information when you deal with us over the telephone, send us a letter, use our website or visit us.

We may collect and hold information from you such as your name, address, telephone number or e-mail address. At the time of collecting your personal information (or if that is not practicable, as soon as practicable after), we will take reasonable steps to ensure you are aware of:

- how to contact us;
- how to gain access to your information;
- the purposes of which the information is collected;
- to whom we usually disclose information of that kind;
- any law that requires the particular information to be collected; and
- the main consequences (if any) for you if all or part of the information is not provided.

YOUR CONSENT

We may require your consent to use and/or disclose your information in particular ways. Likewise, we need your consent if we need to use your information for a purpose that is not related to the purpose for which we collected your information in the first place.

Depending on the circumstances, this consent may be express (e.g. you expressly agree to the specific use of your information by ticking a box) or implied by some action you take or do not take. We may require your consent to use and/or disclose your information in particular ways. Likewise, we need your consent if we need to use your information for a purpose that is not related to the purpose for which we collected your information in the first place.

Depending on the circumstances, this consent may be express (e.g. you expressly agree to the specific use of your information by ticking a box) or implied by some action you take or do not take.

COLLECTING INFORMATION ABOUT YOU FROM SOMEONE ELSE

If we collect your personal information from someone else or via public records, we will take reasonable steps to ensure that you have been made aware of the collection except to the extent that making you aware of the collection would pose a serious threat to the life or health of any individual.

DISCLOSING AND USING YOUR PERSONAL INFORMATION

We will not disclose personal information about you for a purpose other than the primary purpose of collection unless:

- the secondary purpose is related to the primary purpose of collection;
- the personal information is sensitive information directly related to the primary purpose of collection;
- you would reasonably expect us to use or disclose the information for secondary purpose;
- you have consented to the use or disclosure;
- in the case of disclosure, we reasonably believe the recipient of the information will not disclose the information;
- we believe that the use or disclosure is necessary to lessen or prevent a serious threat to an individual's life, health, safety or welfare or a serious threat to public health, public safety or public welfare;
- we have reason to suspect that unlawful activity has been, is being or may be engaged in, and the information is a necessary part of our investigation of the matter or in reporting our concerns to relevant persons or authorities;
- the use or disclosure is required and authorised under law; or
- the Australian Security Intelligence Organisation (ASIO) has requested us to disclose the personal information.

We may use and/or disclose personal information we collect about you for several purposes including:

- to consider your request for a service offered by us;
- to enable us to provide a service to you;
- to tell you about other services that may be of interest to you;
- to assist in arrangements with other organisations (such as crane or labour hire companies);

- to manage accounts and perform other administrative and operational tasks (including staff training, collecting debts or customer satisfaction research);
- to consider and manage any concerns or complaints you raise against us; or
- as required by relevant laws, regulations and codes of practice.

DATA QUALITY

We will take reasonable steps to ensure that the personal information we collect, use or disclose, is accurate, complete and up to date.

If you believe that the personal information we hold about you is inaccurate, incomplete or out of date, you should contact us. We will promptly update any inaccurate information. If you ask us to correct information that we have received through someone else, we will consult with them about the accuracy of your information, as necessary. If we do not agree that your information is inaccurate, incomplete or out of date, we will write to you and tell you the reason(s) why we do not agree with you. We will also tell you what you can do if you are not satisfied with our response.

MARKETING AND YOUR PRIVACY

As part of our service to you, we may use personal information we have collected about you to identify a product or service that may benefit you. We may contact you from time to time to let you know about new or existing products or services.

You can contact us at any time if you do not want to receive marketing information (refer to our contact details).

SECURITY OF YOUR PERSONAL INFORMATION

We will take reasonable steps to protect the personal information we hold about you from misuse and loss from unauthorised access, modification or disclosure by ensuring that your personal information can only be accessed by people properly authorised to have access.

We may store your personal information in hard copy documents or electronically. We will maintain physical security, such as locks and security systems. We will also maintain computer and network security and other security measures such as identification codes and passwords to control access to computer systems.

We will take reasonable steps to destroy or permanently de-identify personal information if it is no longer needed for any purpose.

ACCESS TO YOUR PERSONAL INFORMATION

Subject to some exceptions, you can find out what personal information we hold about you, including what information we have obtained from someone else.

You should contact us if you wish to find out about the personal information we hold about you (refer to our contact details). We will need to verify your identity before giving you access.

We will normally be able to deal with your request immediately. In certain circumstances, we may not be able to tell you what personal information is held about you. In these circumstances, we will write to you to explain why we cannot provide you with the information and attempt to find alternative means to enable you to access your information.

RESOLVING YOUR CONCERNS

You are entitled to complain if you believe that your privacy has been compromised or that we have breached the Privacy Act, or an applicable code.

If you have a privacy complaint, you can contact the employee at Associated Rigging that you have been dealing with. Alternatively, you can lodge a complaint via email to admin@associatedrigging.com.au or by mail to Associated Rigging Pty Ltd, PO Box 143 North Shore, Victoria 3214

MANAGING YOUR COMPLAINT

To make a complaint, we will respond within 48 hours to let you know who is responsible for managing your complaint. We will try to resolve your complaint within 10 working days. When this is not possible, we will contact you within that time to let you know how long we will take to resolve your complaint.

We will investigate your complaint and, where necessary, consult with any relevant external parties you have been dealing with about your complaint. We will make a decision about your complaint and write to you to explain our decision.

If your complaint is not satisfactorily resolved, you may access an external dispute resolution service or apply to the Office of the Australian Information Commissioner (OAIC) to have the complaint heard and determined. When we write to you about our decision, we will explain how you may access an external dispute resolution scheme or make a complaint to the OAIC.