

Privacy POLICY

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Authorised by

A handwritten signature in black ink, appearing to read 'K. Hoare', written over a light grey background.

Kieran Hoare
Managing Director

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Purpose

Associated Rigging are committed to protecting and respecting your privacy. This Privacy Policy outlines the type of personal information we collect, how we use and protect it, and your rights regarding your personal information. By using our services or providing your personal information to us, you consent to the practices described in this Privacy Policy.

Reference documents

Name
The Privacy and Data Protection Act 2014 (Vic)
The Privacy Act 1988
Associated Rigging Code of Conduct

Information we collect

Personal information

Protecting your privacy is our utmost priority. We adhere to privacy laws, including the Privacy Act 1988 and the Privacy and Data Protection Act 2014, to manage any personal information collected, handled, stored, or disclosed about you.

Personal information pertains to recorded details that can identify you or reasonably ascertain your identity.

We only collect personal information when necessary for our functions or activities. Our collection methods are fair, lawful, and respectful of your privacy.

In certain circumstances, we may be obligated by law to collect your personal information. If you choose not to provide it, we may be unable to fulfill your requests or provide services. Typically, we gather personal information directly from you, whether through telephone conversations, text messaging, written correspondence, our website, or in-person interactions.

The types of personal information we may collect include, but are not limited to:

- Full name
- Contact details (address, email address, phone number)
- Date of birth
- Employment history
- Financial information (e.g., for payment purposes)
- Identification documents (e.g., driver's license, passport)

Rest assured that we handle your personal information with utmost care and ensure its confidentiality and security.

Website

To improve your browsing experience on our website, we may utilise cookies and similar technologies. You have the option to manage your cookie preferences by adjusting your browser settings accordingly.

In addition, we may collect non-personal information, which includes:

- IP address
- Browser type
- Operating system
- Website usage data

Please note that this information does not personally identify you and is used solely for analytical and statistical purposes. We respect your privacy and ensure that any non-personal information collected is handled in accordance with applicable privacy laws and regulations.

Collecting information from someone else

In cases where we obtain your personal information from a third party or public records, we will make reasonable efforts to inform you about the collection, unless doing so would seriously endanger someone's life or health.

How we use your information

We may disclose your personal information to third parties in the following circumstances:

- Service providers and business partners who assist us in delivering our services
- Regulatory and law enforcement authorities when required by law
- Third parties with your consent

We take reasonable steps to ensure that these third parties comply with privacy laws and handle your personal information securely.

We may use and disclose the personal information we collect from you for various purposes, including:

- Evaluating your request for our services
- Providing services to you
- Informing you about other services that may interest you
- Collaborating with other organisations, such as crane or labour hire companies
- Managing accounts and performing administrative tasks, such as staff training, debt collection, or customer satisfaction research
- Addressing and resolving any concerns or complaints you may have
- Complying with relevant laws, regulations, and codes of practice

We will not disclose your personal information for any purpose other than the primary reason for its collection, unless:

- The secondary purpose is related to the primary purpose, and you would reasonably expect us to use or disclose the information for that purpose
- The personal information is sensitive and directly related to the primary purpose
- You have given consent for us to use or disclose the information
- We believe that the recipient of the information will not disclose it
- There is a serious threat to an individual's life, health, safety, welfare, or public health, safety, or welfare
- Unlawful activity is suspected, and the information is necessary for investigation or reporting concerns
- The use or disclosure is required and authorised by law or requested by the Australian Security Intelligence Organisation (ASIO)

Your consent

In certain cases, we may need your consent to utilise and/or disclose your information for specific purposes. Similarly, if we intend to use your information for a purpose unrelated to the original purpose of collection, we will seek your consent.

Consent can be obtained in different ways depending on the circumstances. It may be express, such as when you actively agree to the specific use of your information by checking a box. Alternatively, consent may be implied through your actions or lack thereof.

We prioritise transparency and respect your choices regarding the use of your information. Therefore, we will always seek your consent when necessary, ensuring that you have control over how your information is utilised.

Data security and retention

Safeguarding the personal information we hold about you is of utmost importance to us. We will take reasonable precautions to prevent its misuse, loss, unauthorised access, modification, or disclosure. Access to your personal information will be strictly limited to authorised individuals.

We may store your personal information in physical or electronic form. We ensure physical security through measures such as locks and security systems. Additionally, we maintain robust computer and network security, including the use of identification codes and passwords to control system access.

We retain your personal information for as long as necessary to fulfill the purposes outlined in this Privacy Policy, unless a longer retention period is required or permitted by law.

Our commitment to protecting the security of your personal information is unwavering. We employ appropriate technical and organisational measures to prevent unauthorised access, use, disclosure, alteration, or destruction of your personal information.

Data quality

We are committed to maintaining the accuracy, completeness, and currency of the personal information we collect, use, or disclose.

If you believe that the personal information we hold about you is not accurate, complete, or up to date, please contact us. We will promptly rectify any inaccuracies. In cases where the information has been obtained from a third party, we will consult with them to verify the accuracy of your information, if necessary. If we disagree with your claim that the information is inaccurate, incomplete, or out of date, we will provide a written explanation stating our reasons. Additionally, we will inform you of the available recourse if you are dissatisfied with our response.

Marketing and privacy

As part of our commitment to serving you, we may utilise the personal information we have gathered to identify products or services that could be advantageous to you. Occasionally, we may reach out to inform you about new or existing offerings.

If you prefer not to receive marketing information, you can contact us at any time using the contact details provided in this Policy.

Your rights

You have certain rights regarding your personal information, including the right to:

- Access and obtain a copy of your personal information
- Rectify or update inaccurate or incomplete information
- Object to the processing of your personal information
- Request the erasure of your personal information
- Withdraw your consent, where applicable

In accordance with certain exceptions, you have the right to inquire about the personal information we possess regarding you, including any information obtained from third parties.

To learn about the personal information we hold about you, please contact us using the contact details provided in this Policy. We will require you to verify your identity before granting access.

Typically, we will be able to handle your request promptly. However, there may be instances where we cannot disclose specific personal information. If this occurs, we will communicate with you in writing, clarifying the reasons why we are unable to provide the information. We will also make efforts to explore alternative avenues to facilitate your access to the requested information.

Changes to this Privacy Policy

We may update this Privacy Policy from time to time. The revised version will be posted on our website with an updated effective date. We encourage you to review this Privacy Policy periodically.

Privacy complaint

If you believe that your privacy has been violated or that we have contravened the Privacy Act or any relevant code, you have the right to lodge a complaint.

To file a privacy complaint, you can reach out to the employee at Associated Rigging with whom you have been in contact. Alternatively, you may choose to submit your complaint via the contact details listed in this Policy.

Upon receiving your complaint, we will promptly acknowledge it within 48 hours and inform you about the individual responsible for managing your case. Our aim is to resolve your complaint within 10 working days. If, for any reason, we are unable to reach a resolution within this timeframe, we will contact you to provide an update on the expected timeframe for resolving your complaint.

During the investigation of your complaint, we will thoroughly examine the matter and, if necessary, consult with any relevant external parties with whom you have been in contact regarding your complaint. Once we have reached a decision, we will notify you in writing, providing an explanation of our decision.

If you are not satisfied with our resolution, you have the option to seek assistance from an external dispute resolution service or submit a complaint to the Office of the Australian Information Commissioner (OAIC) for further review. In our correspondence regarding our decision, we will provide guidance on how to access an external dispute resolution scheme or lodge a complaint with the OAIC.

Contact Us

If you have any questions, concerns, or requests regarding this Privacy Policy or our handling of your personal information, please contact us via email to admin@associatedrigging.com.au or by mail to the following address:

Associated Rigging Pty Ltd
PO Box 343
Geelong North, Victoria 3215

Associated Rigging reserves the right to modify this Policy as necessary to comply with changes in laws and regulations.