



## PCA-POL-013

### Privacy Policy

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Piling & Concreting Australia (PCA) Pty Ltd Trading as Piling & Civil Australia, ABN 137 273 682 (“PCA”, “we”, “our” or “us”) is committed to the protection of personal privacy within the scope of applicable law. In Australia, privacy law generally relates to the protection of an individual's personal information. This Privacy Policy Statement (“**Privacy Policy**”) explains in general terms how PCA protects the privacy of your personal information and should be read in conjunction with our Credit Reporting Policy which is available on our website and covers our collection, management and disclosure of credit information and credit eligibility information.

We reserve the right to change this Privacy Policy Statement at any time and notify you by posting an updated version of the policy on our website. If at any point we decide to use personal information in a different manner from that stated at the time it was collected we will notify you by email or via a prominent notice on our website, and where necessary we will seek your prior consent.

#### What is Personal information?

*The Privacy Act 1988 (Cth) defines personal information as information or an opinion, whether true or not, and whether recorded in a material form or not, about an identified individual, or an individual who is reasonably identifiable.* It is information relating to an individual that is of a private and confidential nature, is not public knowledge and which can identify you. Generally personal information includes your name, address, date of birth, telephone, facsimile and e-mail contact details. “Sensitive” Information is a subset of personal information. It includes information or an opinion about an individual's racial or ethnic origins; or political opinions or; membership of a political association; or religious or philosophical beliefs or affiliations; or membership of a professional or trade association; or criminal record; or health information about an individual. PCA does not collect sensitive information.

#### What Personal information does PCA collect?

We only collect personal information that is necessary for us to carry on our business functions. The types of personal information that we collect depends upon the nature of your dealings with us. It may include your name, date of birth, contact details such as current and previous address, telephone numbers, email address, occupation, information required for recruitment purposes, information required to open or maintain a credit account with us or otherwise do business with us, including your bank account details, information obtained through credit checks, information from prior dealings with us and statistical information on the use of our website, such as your IP address, dates and times of visits.

We collect personal information through various means including: our websites, orders for and provision of products, services or support, employment applications, third party service providers, credit applications, credit checks, credit assessments and debt recovery actions, warranty claims and feedback from clients/customers. We will normally collect directly from you any information we have about you. If we receive information about you from others, such as a credit reporting agency, we will take reasonable steps to ensure you are aware that we have collected personal information about you and the circumstances of the collection.

If you are one of our “business contacts” (e.g., a contact person in one of our suppliers, a trade or industry body or in a government agency or company with which we deal), we may collect basic business contact information from you, e.g., your name, title and work contact details.

If you do not provide us with the information we request, we may not be hindered in performing our business functions and may not be able to supply products or services to you or to assess your application for credit.

## **Use and disclosure of personal information**

Our main purposes for collecting, holding, using and disclosing personal information are to supply and obtain goods or services, respond to enquiries, assess and process warranty claims, assess employment applications, undertake research and surveys, comply with legislation and regulations, to inform you of changes to our business and our goods and/services, and sometimes for marketing purposes, including to assist in developing our website.

We generally explain at the time we collect personal information how we will use or disclose that information. We will only use or disclose personal information for a purpose other than for which it was collected or a related purpose if we have obtained your consent to such use or disclosure or such use or disclosure is otherwise allowed by the privacy laws.

We may sometimes send you marketing materials. If you are receiving such information from us and do not wish to receive this information any longer, please contact us direct [info@pcacontracting.com.au](mailto:info@pcacontracting.com.au) asking to be removed from our mailing lists, or use the unsubscribe facilities included in our marketing communications.

## **Website privacy**

We use cookie technology on our websites to provide information and services to web site visitors. Cookies are small pieces of data stored on the web browser on your computer. Our website and associated websites (including those you reach by clicking on advertising) may store cookies on your web browser. The main reasons we store cookies are to:

- improve your website browsing experience, for example, to remember your search criteria so you do not have to re-enter them to do multiple searches and to remember your site preferences for your next visit to the site; and
- gather statistics on site usage, for example, page views and drop off points so we can monitor site usage and make improvements to site usability.

You can set up most web browsers so you are notified of when a cookie is received, so you can then either accept or reject it. You can also check the cookies stored by your web browser and remove any that you do not want. If you disable the use of cookies on your web browser or remove or reject specific cookies from this website or linked sites, then you may not be able to gain access to all the content and facilities of our website or linked sites.

Our website may contain links to third party websites. These linked sites are not under our control and we are not responsible for the content of those sites nor are those sites subject to our Privacy Policy. Before disclosing your personal information on any other website we recommend that you examine the terms and conditions and Privacy Policy of the relevant site. PCA is not responsible for any practices on linked websites that might breach your privacy.

## **How do we keep your personal information secure?**

We will take reasonable steps to ensure the security of any information you provide to us. Any personal information we collect is stored in a secure environment accessed only by persons working at or for PCA, and our contracted service providers. However, the open nature of the Internet is such that information exchanged via the Internet may be accessed and used by people other than those for whom the data is intended. If you send us any information, including your email address, it is sent at your own risk, as it may not necessarily be secure against interception.



**Accessing and correcting the information we keep about you**

If at any time you want to know exactly what personal information we hold about you, you may request access to your record by contacting our Privacy Officer at [info@pcacontracting.com.au](mailto:info@pcacontracting.com.au). Our file of your information will usually be made available to you within 21 days.

If at any time you wish to change personal information that we hold about you because it is inaccurate or out of date, please contact our Privacy Officer at [info@pcacontracting.com.au](mailto:info@pcacontracting.com.au) and we will amend this record.

If you wish to have your personal information deleted, please let us know in the same manner as referred to above and we will take all reasonable steps to delete it unless we need to keep it for legal reasons.

**Contacting Us**

If you have any concerns or complaints about how we handle your personal information, or if you have any questions about this Privacy Policy Statement, please contact our Privacy Officer, using the contact details below:

**E-mail:** [info@pcacontracting.com.au](mailto:info@pcacontracting.com.au)

**Post:** Piling & Civil Australia, PO Box 1605, Runaway Bay, Qld 4216

**Telephone:** + 61 7 5500 5898

**Facsimile:** + 61 7 3041 6068

In most cases we will ask that you put your request in writing to us. We will investigate your complaint and will use reasonable endeavours to respond to you in writing within 30 days of receiving the written complaint. If we fail to respond to your complaint within 30 days of receiving it in writing or if you are dissatisfied with the response that you receive from us, you may have the right to make a complaint to the Office of the Information Commissioner.

**AUTHORISED BY**

Signed: \_\_\_\_\_

Position: General Manager

Date: 12-9-16