

Controltech Privacy Statement & Privacy Policy

This Privacy Statement sets out the Privacy Policy of Controltech Building Technologies Pty Ltd (Controltech) ACN 641 737 751/ABN 14 641 737 751 of 35 Bakehouse Road, Kensington VIC 3031.

Privacy Laws

Controltech is bound by the *Privacy Act 1998*, the *Privacy (Enhancing Privacy Protections) Act 2012* and the Australian Privacy Principles (“the APPs”) as amended from time to time.

Privacy Statement

Controltech is committed to your privacy. Our policy on the handling of personal information is to comply with the Australian Privacy Principles (“the APPs”) for the fair handling of Personal Information (any information from which your identity is apparent) as set out in the *Privacy Act 1988*. In accordance with those principles and the Controltech Privacy Policy and Privacy Statement, a copy of which is located on our website at www.controltech.net.au persons will be given access to their personal information on request. We use the types of Personal Information collected for several purposes which include considering and assessing applications for employment, enabling us to supply you with our products and/or services and for assessing Applications for Credit. This information may be disclosed to our related or associated entities, parties related to your employment (e.g. referees and others as set out in our Privacy Policy). If you have any questions or concerns about our Privacy Policy, the type of information we may hold about you, or for corrections or complaints about a breach of your privacy, please direct your requests to the Privacy Officer at info@controltech.net.au

Collection of your personal information

Controltech is committed to the protection of your personal information. Personal information is any information or an opinion about an identified individual or an individual who is reasonably identifiable. Generally, the kind of information Controltech will collect about an individual include an individual’s name, signature, residential address, phone number, email address, date of birth or bank account details.

At the time of collecting personal information about an individual, or as soon as practicable after that time, Controltech takes reasonable steps to ensure the individual is aware of: -

- a) The identity and contact details of Controltech’s Privacy Officer;
- b) The purposes for which the information is being collected;
- c) Any organisations to which Controltech may possibly disclose the information to;
- d) The fact that an individual has a right to gain access to the personal information collected;

- e) The main consequences (if any) for the individual if all or part of the information is not provided.

We will not collect any personal information from you revealing racial or ethnic origin, political opinions, religious or philosophical beliefs, details of health, disability or sexual activity or orientation. Exceptions to this include:

- a) Where you have given express consent to Controltech to do so;
- b) Where it is necessary for Controltech to carry out one of its primary functions;
- c) Where there are reasonable grounds to believe that disclosure is necessary to prevent a threat to life or health;
- d) The use is authorised by law or reasonably necessary to enforce the law; or when the information is necessary for the establishment, exercise of defence of a legal claim.

When you use Controltech's website at www.controltech.net.au, our Internet Service Provider (ISP) may make a record of your visit and log your server address, your domain name, the date, time and duration of your visit, the pages and documents you accessed, the previous site you had accessed (i.e. the referring URL) and the type of browser you are using. This information is collected for statistical purposes only, and Controltech will not make any attempt to identify users according to their browsing activity.

While you are visiting our site, we may use cookies to facilitate a more personalised web browsing experience. Except where you volunteer personal or business information, we will not procure information about you via any alternative means while you visit our website.

How we use and disclose personal information

The personal information that you provide to us before during or after our business relationship, or before or after or during interaction on this site, and in other interactions between us, is used for a number of primary purposes, including the following:-

- a) Enabling us to supply you with our products and services;
- b) Managing, servicing and reviewing Accounts, including overdue accounts;
- c) Considering and assessing applications for employment;

Controltech will only use and disclose information about you for the purpose for which you gave us that information. We may use and disclose information about you for a purpose other than the purpose for which you gave us the information where:

- a) That other purpose is related to the purpose for which you gave us the information;
- b) You have given us your consent for the personal information to be used or disclosed for the additional purpose;
- c) Where there are reasonable grounds to believe that use or disclosure is necessary to prevent a threat to life or health;

- d) Where we suspect that unlawful activity is or has been engaged in and we use or disclose the personal information to investigate the suspected unlawful activity; or
- e) The use or disclosure is authorised by law or reasonably necessary to enforce the law.

During the ordinary course of business, Controltech may disclose your information as required by law or to parties related to your employment (e.g. referees or WorkCover Insurers), our contractors, other professional advisors and others.

Direct Marketing

Controltech may also use your personal information, including e-mail addresses, for the purpose of direct marketing. We may only use your personal information or data for the purpose of direct marketing in relation to promotional activities where it is impracticable for us to obtain your prior express consent. However, when we do this, we will provide an express opportunity when we first contact you to decline receiving any further marketing communications from us, via an opt-out mechanism. Please contact us if you do not want to receive any direct marketing information or if you do not want your information disclosed for direct marketing purposes.

Security of your personal information

Controltech will take all reasonable steps to ensure that all personal information we collect, use or disclose is stored both physically and electronically in a secure environment accessed only by authorised persons.

Controltech maintains sophisticated IT systems and has security measures designed to protect against the loss, misuse and/or alteration of the information under its control, including restricted access, firewalls and encryption.

While Controltech employs anti-virus software and encryption technology when interfacing with its customers, suppliers, contractors and other parties, you should be aware that there is a residual risk in transmitting any data electronically. This risk is inherent in any Internet dealings.

How to access, correct or update your information

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

You have a right to seek access to your personal information and to make correction to that information. Please contact the Privacy Officer at info@controltech.net.au if your details change or if you believe the information we have about you is not accurate or complete.

Exceptions to your access rights may include:

- a) Where providing access will pose a serious threat to the life or health or any individual or pose an unreasonable impact on the privacy of an individual;
- b) Your request for access is frivolous or vexatious;
- c) Where the information relates to existing legal proceedings between Controltech and you and the information would not be discoverable in the process of those legal proceedings; or
- d) Where providing access would be unlawful, may prejudice an investigation of possible unlawful activity, may prejudice enforcement of laws, or denying access is specifically authorised by law.

Where Controltech refuses a request for correction or access, you will be provided with written reasons for the refusal and details of complain mechanisms.

Complaints

If you believe that Controltech has not dealt with your personal information in a manner that complies with the *Privacy Act 1998*, the *Privacy (Enhancing Privacy Protections) Act 2012*, and the Australian Privacy Principles (“the APPs”), please contact the Privacy Officer in writing at info@controltech.net.au.

Controltech will use its best endeavours to provide a response in writing within a timely manner, and to correct any personal information and notify any other entity required with updated information.

If you are dissatisfied with the outcome of your complaint you may complain to the Office of the Australian Information Commissioner at <http://www.oaic.gov.au>.

Transparency

This Privacy Statement and Policy is available on Controltech’s website at www.controltech.net.au. A copy of this Privacy Statement and Policy will be made available to anyone who requests it. This Privacy Statement and Privacy Policy may be reviewed and amended from time to time, and any updated version will be made available on and will apply from the date the updated version is published on Controltech’s website or upon request.