

Privacy Policy

Complete Scaffold Contracting Pty Ltd

1.1 Your Privacy

Your privacy is important to Complete Scaffold Contracting Pty Ltd ('us/we').

This privacy policy:

- Sets out how we manage personal information.
- Is a key tool that we use to ensure that we manage personal information in an open and transparent way.

We follow and implement the Australian Privacy Principles ('APPs') contained in the Australian Privacy Act 1988.

A copy of the APPs can be found in Schedule 1 of the Privacy Act. Please visit www.comlaw.gov.au to view and download a copy of the Privacy Act.

1.2 Personal Information We Collect and Hold

The personal information that we collect and hold:

- Is information reasonably necessary for us to provide services of providing you with project or service in relation to erecting or management of scaffolding. ('our services').
- Will always depend on the nature of our relationship with you.

If you do not provide us with the information that we reasonably require to provide our services, we may not be able to engage with or assist you.

The type of information we might collect and hold includes:

- Identification details (birth certificate, drivers' licence, passport, proof of age card etc.).
- General contact details (including full name, address, telephone numbers and email address).
- We will not collect or disclose sensitive information about an individual unless the individual consents;
- Payment or billing information;
- Any other information you may provide to us directly or indirectly.

How We Collect Personal Information

We may collect information:

- Directly from you (in person, by phone, email, or forms)
- Through our website, social media, or online services
- When you make an enquiry, booking, or transaction
- From third parties (with your consent)

Complete Scaffold Contracting Pty Ltd

Depending on our relationship with you, we may collect personal or sensitive information about you when:

- You provide information to us.
- You make an enquiry with us.
- Sign up or subscribe to a newsletter.
- We arrange or agree to provide any of our services to you.
- When you visit our website.

We may obtain information about you from public and media resources (Including social media).

Why We Collect and Use Personal Information

We collect personal information to:

- Provide services to you
- Communicate with you
- Process payments or donations
- Respond to enquiries or feedback
- Improve our services
- Meet legal or regulatory obligations

How We Store and Protect Your Information

We take reasonable steps to protect your personal information from misuse, interference, loss, and unauthorised access or disclosure. This includes:

- Secure physical and electronic storage
- Password-protected databases
- Staff training and confidentiality protocols

It is our preference to keep personal information we collect in an electronic form. We hold and maintain electronic data in a secure and controlled database which is continuously protected and monitored. Where we hold hard copies of your personal information it is kept securely, and access is restricted.

If you prefer that you are not identified when dealing with us in a particular matter, please let us know so that we can discuss this with you and let you know if it is practicable when providing our services. If it is impracticable to use a pseudonym or not identify you, we will let you know and destroy any personal information that you have provided.

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Disclosure of Personal Information

We may disclose your personal information to:

- Third-party service providers (e.g. IT, accounting, marketing)
- Government bodies if required by law
- With your consent, to referral services or partners

We do not sell or trade your personal information.

(a) Purposes for Which We Collect, Hold, Use and Disclose Personal Information

We may use and disclose personal information only for the purpose it was collected or held or for a lawful related purpose.

You agree that we may disclose personal information if you have provided your prior consent.

We will not disclose personal information to overseas recipients. If it becomes apparent that to provide our services, it is necessary to disclose personal information to an overseas recipient we will seek your consent prior to doing so.

(b) How You May Access Personal Information That We Hold About You

Please contact us at the address set out in this Policy Manual if you would like access to any personal information that we hold about you.

We will respond to any request for access to personal information within 10 business days of receiving a request.

(c) Correction of Personal Information

We will take reasonable steps to ensure that any information we collect is correct.

We will consider and respond to any request by an individual to correct personal information and will take such steps that are reasonable in the circumstances to ensure that the information is accurate, up to date, complete, relevant, and not misleading.

We will respond to any request to correct personal information within 10 business days of receiving a request.

(d) Complaints

We will acknowledge receipt of any complaint about the use of Personal Information, a breach of this Privacy Policy, the APPs or the Privacy Act within 10 Business Days of receiving a complaint ('a complaint').

We will try to resolve a complaint as quickly as is possible.

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If you are not satisfied with our response to a complaint, you can contact the Australian Information Commissioner (OAIC). A link to the OAIC website is set out below:

<http://www.oaic.gov.au/>