

WEBSITE PRIVACY POLICY

This Privacy Policy applies to all personal information collected by Safe Rope Access Pty Ltd via the website located at <https://www.saferopeaccess.com.au>.

1. What is "personal information"?

(a) The Privacy Act 1988 (Cth) currently defines "personal information" as meaning information or an opinion about an identified individual or an individual who is reasonably identifiable:

- **(i)** whether the information or opinion is true or not; and
- **(ii)** whether the information or opinion is recorded in a material form or not.

(b) If the information does not disclose your identity or enable your identity to be reasonably ascertained, it will in most cases not be classified as "personal information" and will not be subject to this Privacy Policy.

2. What information do we collect?

The kind of personal information that we may collect from you will depend on how you use the website.

The personal information we may collect and hold about you includes:

- (a)** Your name;
- (b)** Your building address;
- (c)** Your email address;
- (d)** Your phone number;
- (e)** Your service request details.

3. How we collect your personal information

- (a)** We may collect personal information from you whenever you input such information into the website.
- (b)** We also collect cookies from your computer which enable us to tell when you use the website and to help customise your website experience. As a general rule, it is not possible to identify you personally from our use of cookies.

4. Purpose of collection

- (a) The purpose for which we collect personal information is to provide you with the best service experience possible on the website.
- (b) We customarily disclose personal information only to our service providers who assist us in operating the website. Your personal information may also be exposed from time to time to maintenance and support personnel acting in the normal course of their duties.
- (c) By using our website, you consent to the receipt of direct marketing material. We will only use your personal information for this purpose if we have collected such information directly from you, and if it is material of a type which you would reasonably expect to receive from us. We do not use sensitive personal information in direct marketing activity. Our direct marketing material will include a simple means by which you can request not to receive further communications of this nature. You may opt out at any time.

5. Access and correction

Australian Privacy Principle 12 permits you to obtain access to the personal information we hold about you in certain circumstances, and Australian Privacy Principle 13 allows you to correct inaccurate personal information subject to certain exceptions. If you would like to obtain such access or request correction, please contact us as set out below.

6. Complaint procedure

If you have a complaint concerning the manner in which we maintain the privacy of your personal information, please contact us as set out below. All complaints will be considered by our privacy officer and we may seek further information from you to clarify your concerns. If we agree that your complaint is well founded, we will, in consultation with you, take appropriate steps to rectify the problem. If you remain dissatisfied with the outcome, you may refer the matter to the Office of the Australian Information Commissioner.

7. Overseas transfer

Your personal information will not be disclosed to recipients outside Australia unless you expressly request us to do so. If you request us to transfer your personal information to an overseas recipient, the overseas recipient will not be required to comply with the Australian Privacy Principles, and we will not be liable for any mishandling of your information in such circumstances.

8. How to contact us about privacy

If you have any queries, or if you seek access to your personal information, or if you have a complaint about our privacy practices, you can contact us at:

Safe Rope Access Pty Ltd

Email: info@saferopeaccess.com.au

Phone: 1300 15 78 77

Website: <https://www.saferopeaccess.com.au>